



Directory of Services 2009



Margaret T. Donnelly, Director, Missouri Department of Health and Senior Services

Nancie McAnagh, Deputy Director

P.O. Box 570

Jefferson City, MO 65102

(573) 751-6400

www.dhss.mo.gov



PREFACE

The *Directory of Services* describes programs and services provided by the Missouri Department of Health and Senior Services (DHSS).

These services are divided among three programmatic divisions: community and public health, regulation and licensure, and senior and disability services. The Director's Office oversees and supports activities of these divisions.

This directory is intended as a general guide to public health and senior services in Missouri.



This publication may be provided in alternative formats such as Braille, large print or audiotape by contacting the Missouri Department of Health and Senior Services' Office of Public Information at (573) 751-6062. TDD users can access the above phone number by calling 1-800-735-2966.

TABLE OF CONTENTS

INTRODUCTION	5
STATE BOARDS	5
DIRECTOR'S OFFICE	6
DIVISION OF ADMINISTRATION	6
GENERAL COUNSEL	8
GOVERNMENTAL POLICY AND LEGISLATION	8
HUMAN RESOURCES	9
PUBLIC INFORMATION	9
DIVISION OF COMMUNITY AND PUBLIC HEALTH	10
CENTER FOR EMERGENCY RESPONSE AND TERRORISM	10
STATE PUBLIC HEALTH LABORATORY	11
STATE TUBERCULOSIS LABORATORY	13
CENTER FOR HEALTH POLICY INTEGRATION	14
CENTER FOR LOCAL PUBLIC HEALTH SERVICES	14
MINORITY HEALTH	14
PRIMARY CARE AND RURAL HEALTH	15
WOMEN'S HEALTH	18
CHRONIC DISEASE PREVENTION AND NUTRITION SERVICES	18
HEALTHY FAMILIES AND YOUTH	23
DISEASE CONTROL AND ENVIRONMENTAL EPIDEMIOLOGY	31
VETERINARY PUBLIC HEALTH	37
EPIDEMIOLOGY FOR PUBLIC HEALTH PRACTICES	37
COMMUNITY HEALTH INFORMATION	38
VITAL RECORDS	42
REGULATION AND LICENSURE	42
BOARD OF NURSING HOME ADMINISTRATORS	42
FAMILY CARE SAFETY REGISTRY	43
HEALTH STANDARDS AND LICENSURE	43
NARCOTICS AND DANGEROUS DRUGS	45
CHILD CARE REGULATION	45
LONG-TERM CARE REGULATION	46
MISSOURI HEALTH FACILITIES REVIEW COMMITTEE	46

SENIOR AND DISABILITY SERVICES	47
CENTRAL REGISTRY UNIT/ELDER ABUSE HOTLINE	47
SENIOR PROGRAMS	47
LONG-TERM CARE OMBUDSMAN PROGRAM	48
ADULT PROTECTIVE AND COMMUNITY SERVICES	48
PROGRAM INTEGRITY	49
HOME AND COMMUNITY SERVICES	49

HEALTH AND SENIOR SERVICES IN MISSOURI: A CONTINUING TRADITION

In 1883 the citizens of Missouri realized that the state could not prosper if the health of its residents was not protected. Epidemics of smallpox, typhoid and cholera severely threatened the health and welfare of Missourians. Concerned physicians led a citizens' campaign to establish a state agency responsible for the promotion of the people's health and the prevention of disease. On March 29, 1883, the Missouri Legislature responded by creating a State Board of Health.

The steady increase in the population and the extended life expectancy of Missourians show that the first State Board of Health successfully fulfilled its mandate to build an effective state public health agency.

When state government was reorganized in 1945, the Board of Health was superseded by the Division of Health of the Department of Public Health and Welfare. In October 1967 the Legislature again created a State Board of Health but within the framework of the Division of Health. Members of the Board of Health are appointed by the Governor with the advice and consent of the Senate.

State government reorganization in 1974 placed the Division of Health in the Department of Social Services. At that time, the division's environmental engineering and solid waste programs were transferred to the Department of Natural Resources and the Missouri Crippled Children's Service became a part of the Division of Health. After the 83rd General Assembly passed Senate Bill 25 and Governor John Ashcroft signed the legislation on July 29, 1985, the Department of Health (DOH) was created. That September, the department was officially empowered, charged with supervising and managing all public health functions and programs formerly administered by the Division of Health.

Executive Order 01-02 signed on January 5, 2001, by Governor Roger Wilson, transferred the Division of Aging to the Department of Health effective August 28, 2001, to become the Department of Health and Senior Services. Combining senior and public health issues into one system has allowed the department to more effectively focus on prevention and quality of life for all Missourians.

STATE BOARD OF HEALTH

The State Board of Health consists of seven members appointed by the governor, with the advice and consent of the Missouri Senate. The State Board of Health serves as an advisory board to the department. Members of the Board of Health serve four-year terms, with the terms of two members ending each year. A member may serve no more than two terms.

Missouri law (section 191.400) specifies that three members must be licensed physicians and surgeons licensed by the State Board of Registration for the Healing Arts; one member must be a dentist licensed by the Missouri Dental Board; one member must be a chiropractic physician licensed by the Missouri State Board of Chiropractic Examiners; two must be persons other than those licensed by the State Board of Registration for the Healing Arts, the Missouri Dental Board or the Missouri State Board of Chiropractic Examiners and must be representative of those persons, professions and businesses which are regulated and supervised by the department.

STATE BOARD OF SENIOR SERVICES

The State Board of Senior Services consists of seven members appointed by the governor, with the advice and consent of the Missouri Senate. The State Board of Senior Services serves as an advisory board to the department. Members of the Board of Senior Services serve four-year terms, with the terms of two members ending each year. A member may serve no more than two terms.

Missouri law (section 660.062) specifies that four members of the Board of Senior Services shall be members of the governor's advisory council on aging; one member shall be a person currently working in the field of gerontology; one member shall be a physician with expertise in geriatrics; one member shall be a person with expertise in nutrition; one member shall be a person with expertise in rehabilitation services of persons with disabilities and one member shall be a person with expertise in mental health issues. Of the two remaining members, the governor shall give consideration to individuals having a special interest in gerontology or disability-related issues, including senior citizens.

DIRECTOR'S OFFICE

As chief executive officer, the department director is responsible for the management of the department and the administration of its programs and services. The department deputy director assists the director in the management of the department. The division of administration, and the offices of general counsel, governmental policy and legislation, human resources, and public information, report to the director.

Telephone: (573) 751-6002

DIVISION OF ADMINISTRATION

The Division of Administration provides fiscal, administrative and general services support to all department units. Services include budgeting, accounting, expenditure control, procurement, grant administration, internal control and procedure review, legislative review and general office support.

The following units within the division carry out these responsibilities:

DIRECTOR'S OFFICE

- Oversees division operations.
- Works in collaboration with division/center staff concerning fiscal, budgetary, or general support service matters.
- Develops the division's budget and the overall department operating and leasing budgets.
- Reviews and approves all contracts, participation agreements, memorandums of understanding, and grant applications issued by the department.
- Reviews and approves all financial and procurement policies issued by the department.
- Monitors expenditures to ensure they remain within appropriated levels.
- Develops and submits the department's indirect cost plan.
- Coordinates changes to the department's chart of accounts.
- Serves as a liaison to the State Auditor's Office and the Small Business Regulatory Fairness Board.

Telephone: (573) 751-6014

ASSESSMENT AND COMPLIANCE UNIT

- Reviews and evaluates contractors' financial management systems and audits reports for financial and

administrative compliance.

- Provides technical assistance to programs concerning grant administration and monitoring.
- Evaluates administrative, management, and fiscal controls of all levels of department operations.

Telephone: (573) 751-6104

BUREAU OF BUDGET SERVICES AND ANALYSIS

- Coordinates and prepares the department's annual budget requests and serves as a department liaison to executive and legislative budget staff.
- Monitors department expenditures to ensure financial accountability.
- Consults with department program staff on a variety of budget issues.
- Oversees the department fiscal note process.

Telephone: (573) 751-6016

BUREAU OF GENERAL SERVICES

- Manages telecommunications equipment and services.
- Manages building security/access cards.
- Coordinates forms management, printing services, and copy machines.
- Provides mail services.
- Manages leased property.
- Oversees the relocation/reconfiguration of modular office systems and plumbing, HVAC and electrical repairs.
- Manages the department's vehicle fleet.
- Provides warehouse services.
- Distributes health-related audio/visual materials and literature upon request.
- Performs equipment surplus functions for the department.
- Processes department operations invoices.

Telephone: (573) 751-6040

BUREAU OF FINANCIAL SERVICES

- Coordinates department-wide financial activities.
- Maintains and prepares financial reports on all federal grants.
- Oversees the receipt of all funds and ensures timely deposit with the Department of Revenue.
- Reviews all department expenditures to ensure the appropriate disbursement of funds, including vendor payments and employee expense accounts.
- Administers the fixed assets accounting system for the department.
- Develops financial and procurement policies for the department.
- Develops training materials, informational reports, and databases used to develop and monitor financial activities and contracts.
- Provides security access to the SAM II financial system.
- Assists in the development of departmental contracts. Reviews and approves all departmental contracts for compliance with federal and state rules and regulations.
- Oversees procurement of all DHSS required supplies, materials, equipment, and services.

- Reviews all federal grants, revenue-generating contracts and memorandums of understanding for compliance with federal and state policies and regulations.
- Provides technical assistance and support in the development of grant applications.
- Establishes reporting categories, federal aid numbers, and creates/modifies labor distribution profiles in the SAM II financial system.
- Ensures payrolls are correct and posted properly.

Telephone: (573) 751-6024

OFFICE OF GENERAL COUNSEL

The office:

- provides legal support and opinions to all departmental divisions, centers and offices.
- provides advice on Health Insurance Portability and Accountability Act (HIPAA) privacy issues to all departmental divisions, centers and offices.
- litigates regulatory actions before departmental hearing officers and the Administrative Hearing Commission.
- pursues guardianship actions for eligible adults.
- provides coordination and cooperation to the attorney general's office in departmental litigation.
- provides in-service training on legal issues for department employees.

Telephone: (573) 751-6005

The **Employee Disqualification List Unit** is housed within the Office of General Counsel and:

- maintains the Employee Disqualification List, including all additions and deletions.
- processes requests from health care providers for access to the Employee Disqualification List automated checking systems.
- provides technical support to users of the automated checking systems.

Telephone: (573) 522-2449

The **Special Investigations Unit** is housed within the Office of General Counsel and:

- investigates cases of elder abuse/neglect and financial exploitation that may result in referrals to local prosecutors for prosecution.
- provides assistance to the divisions in the department by conducting training on investigation techniques, consulting for ongoing investigations and assisting to carry out the department's mission.
- provides educational outreach programs, informational training seminars and other related program activities to senior citizen groups, law enforcement agencies, prosecuting attorney personnel, and other governmental entities and community groups in an effort to increase awareness of the threat of exploitation and abuse of elder citizens.

Telephone: (573) 526-8594

OFFICE OF GOVERNMENTAL POLICY AND LEGISLATION

The activities of this office include:

- coordinating the development, review and tracking of state legislation related to public health, health care and senior services.

- reviewing federal legislation for its impact on department policy and programs.
- serving as the departmental liaison between elected officials, other state agencies and constituent groups.
- providing a research function concerning policy alternatives under consideration by other states or federal agencies.

Telephone: (573) 751-6003

OFFICE OF HUMAN RESOURCES

The Office of Human Resources provides human resource management services and support for the Department of Health and Senior Services. This office:

- assures the department's compliance with the state personnel law (merit system), and serves as a liaison with the state Office of Administration's Division of Personnel.
- establishes and maintains the department's position classification system.
- administers personnel functions of employment, promotion, compensation (including payroll preparation), performance appraisal, discipline, termination, personnel records maintenance, and related personnel activities, and provides assistance to managers and supervisors in these areas.
- assures department compliance with federal and state laws relating to equal employment opportunity, affirmative action, and provision of services.
- investigates and monitors complaints and grievances.
- coordinates and conducts professional development opportunities for DHSS staff to include new employee orientation and mandatory training for supervisors and managers.
- coordinates employee award and recognition programs.
- works with management on organizational change/development issues.
- coordinates distance-learning programs. Assists with the development of on-line training courses and makes all taped satellite training broadcasts available upon request.
- provides mediation services for employer/employee situations.
- coordinates issues relating to unions.
- revises and develops DHSS' administrative policies.

Telephone: (573) 751-6059

OFFICE OF PUBLIC INFORMATION

The Office of Public Information coordinates all public information released by the Department of Health and Senior Services, including media contacts and information in response to inquiries from other agencies and the public.

The office:

- prepares and distributes news releases and reports of activities of the department.
- responds to inquiries from the media, legislators and the public.
- designs and edits the department's publications, including newsletters, brochures and pamphlets for every division and program within the department.
- oversees the department's Web site.
- counsels other units of the department about the communications aspects of public health and senior services programs and assists them in designing their publications and audiovisual material.
- provides video services for the department.

- promotes the department's health education programs to help reduce the toll of chronic disease and increase injury prevention.

Telephone: (573) 751-6062

DIVISION OF COMMUNITY AND PUBLIC HEALTH

The Division of Community and Public Health is responsible for supporting and operating more than 100 programs and offices addressing public health issues such as: communicable disease control; chronic disease management; health promotion activities; children with special health care needs; genetic health conditions; cancer; pregnancy and pediatric conditions; vital statistics; oral health; health care access; local public health agencies; etc.

Programs operated include: Childhood Lead Poisoning Prevention; Environmental Childcare Inspection; HIV, STD & Hepatitis Surveillance; Syndromic Surveillance; Communicable Disease Control; Environmental Public Health Emergency Response; Food Protection; HIV Care; Immunization & Vaccine; Lead Licensing; Radon; TB Control; HIV/STD Prevention; Vector-borne Disease; Commercial Lodging; On-Site Sewage; Organ Donor; Comprehensive Cancer; Wise Women; Show-Me Healthy Women; Tobacco Cessation; Adolescent Health; Home Visitation; Newborn Health; Fetal & Infant Mortality Review; MO Cancer Registry; Vital Records; Putative Father Registry; Missouri Information for Community Assessments (MICA); Office of Women's Health; Office of Primary Care and Rural Health; Oral Health Program; etc.

Telephone: (573) 751-6080

CENTER FOR EMERGENCY RESPONSE AND TERRORISM

The Center for Emergency Response and Terrorism:

- coordinates and provides direction for statewide public health preparedness planning and response activities throughout the department and coordinates with other local/state/federal agencies on emergency planning and response initiatives.
- assures that the department has an all-hazards plan that is integrated into the state all-hazards plan, a Strategic National Stockpile (SNS) Plan, a Pandemic Influenza Plan, a Continuity of Operations / Continuity of Government (COOP/COG) Plan, and standard operating procedures to facilitate a robust state response to any public health emergency.
- provides direction/coordination for the local public health agencies in public health preparedness.
- ensures regional public health emergency plan development that provides consistency and coordination of bioterrorism, pandemic, and other public health emergency planning throughout the state and assures consistency and coordination among local, state and federal partners.
- assures that the state public health all-hazards plans are regularly exercised, evaluated and refined based on outcomes of exercises and evaluations according to federal mandates and guidance.
- provides direction, coordination, and oversight of Missouri's portion of the Centers for Disease Control and Prevention's public health preparedness funding.
- provides direction, coordination, and oversight of Missouri's portion of the Health and Human Services' hospital preparedness funding.
- provides direction and technical assistance to health care providers including hospitals, community health centers, trauma centers, etc. regarding preparedness for pandemic influenza, bioterrorism, surge capacity, and mass fatalities.
- oversees the Cities Readiness Initiative (CRI) for the cities of St. Louis and Kansas City, which includes mass prophylaxis of the entire population within 48 hours of deciding to do so.

- maintains the Department Situation Room (DSR), which is operational 24 hours a day, 7 days a week, ensuring the staffing and functional ability to operate as a command-and-control center in the event of a public health emergency.

Telephone: (573) 526-4768 or (800) 392-0272 (24/7)

STATE PUBLIC HEALTH LABORATORY

The administrative offices of the State Public Health Laboratory (SPHL) are located in Jefferson City. Each year, almost one-half million specimens are submitted to the central lab, the State Tuberculosis Laboratory in Mt. Vernon, and the branch lab in Poplar Bluff for testing and examination. The SPHL is the principle laboratory for the state supporting investigations of suspected acts of bioterrorism. In addition, the SPHL is responsible for approving methods and instruments, and issuing permits to qualified individuals to perform tests used to enforce Missouri's law prohibiting driving while under the influence of alcohol and drugs. Testing services are provided in the areas of analytical chemistry, environmental bacteriology, immunology, newborn screening, clinical microbiology, virology, and tuberculosis.

FISCAL UNIT

Administrative services are provided in the areas of revenues, commodity procurement, accounts payable, cost accounting and financial analyses.

Telephone: (573) 751-3334

THE CENTRAL SERVICES UNIT:

- provides support services to SPHL through receipt and distribution of supplies, coordination of equipment maintenance, and sterilization of lab utensils.
- assembles and distributes specimen test kits.
- provides a courier service for specimen pickup and delivery from 170 locations in Missouri. Specimens are picked up Monday through Friday and delivered to the SPHL the next morning.

Telephone: (573) 751-4830

THE CHEMISTRY UNIT:

- conducts lead analysis of blood samples collected from children.
- performs various inorganic and organic chemical analyses of private water supplies.
- conducts heavy metal analyses on samples obtained from household plumbing supplied by public water.
- conducts radiological analyses on water and various food materials.
- conducts analysis of food for various chemical contaminants.
- conducts lead analysis on soil, water, paint samples, and dust wipes collected from homes of children with elevated blood lead levels.
- conducts analyses of human serum samples for various chemicals collected in response to a chemical terrorism event.
- conducts biomonitoring analyses and studies of various chemicals resulting from human chemical exposures.

Telephone: 573-751-3334

THE EMERGENCY RESPONSE OUTREACH & TRAINING UNIT:

- develops emergency plans for the State Public Health Laboratory.
- coordinates with external partners to provide integrated laboratory services and response to emergencies, natural or international.
- established and maintains the Missouri Laboratory Response Network (MOLRN).
- develops outreach and training activities for clinical laboratories, local public health agencies and first responders.
- coordinates with federal agencies to participate in the National Laboratory Response Network.

Telephone: 573-522-1444

THE ENVIRONMENTAL BACTERIOLOGY UNIT:

- tests public and private water supplies for the presence of coliform and E. coli bacteria.
- tests swimming pool recreational water samples for excessive bacterial contamination, and for specific pathogenic bacteria such as Staphylococcus.
- surveys, evaluates and approves dairy laboratories for the State Milk Board and U.S. FDA.
- tests food suspected of causing disease outbreaks (food poisoning).
- surveys laboratories for certification under the State and United States' EPA Safe Drinking Water Act.
- tests air and other environmental samples for the presence of bioterrorism agents.

Telephone: (573) 751-3334

THE IMMUNOLOGY UNIT:

- performs screening and supplemental tests for antibodies to the HIV virus in support of the state HIV/AIDS program and as a reference service to the medical community of the state.
- performs diagnostic tests for gonorrhea and chlamydia in support of the statewide STD screening program and the federal infertility prevention program.
- performs serologic screening and supplemental tests for antibodies to syphilis in support of statewide STD screening program and as a reference service to the medical community of the state.

Telephone (573) 751-3334

THE NEWBORN SCREENING UNIT:

- performs laboratory screening on dried blood spot samples for 67 mandated genetic, metabolic and endocrine disorders on all infants born in Missouri in order to detect these conditions before illness, disability or death occurs. When these disorders are detected in the first weeks of life and are medically managed, babies can live healthy lives.
- analyzes whole blood specimens to detect sickle cell disease and other hemoglobin disorders.

Telephone: (573) 751-2662

THE MICROBIOLOGY UNIT:

- examines feces samples for the presence of the causative agent for typhoid fever and for organisms

which cause other intestinal diseases.

- examines specimens for the presence of pertussis (whooping cough).
- identifies blood, intestinal and tissue parasites.
- provides quality assurance and reference diagnostic services for the state gonorrhea culture program.
- provides reference services for the identification of rare, atypical, or especially hazardous organisms to support communicable disease control activities and to supplement the clinical microbiological services available throughout the state.
- conducts microbiological examinations of environmental samples and clinical specimens related to suspected acts of bioterrorism.
- provides DNA subtyping of specific foodborne pathogens such as Salmonella and E. coli O157:H7 to support communicable disease control activities.

Telephone: (573) 751-3334

THE VIROLOGY UNIT:

- performs Hepatitis A and Hepatitis B tests to identify cases of viral Hepatitis.
- tests serum and cerebral spinal fluid for the presence of antibodies to West Nile and related Arboviruses.
- performs Norovirus (Norwalk-like virus) Real-time PCR testing to identify outbreaks of viral gastroenteritis.
- performs molecular testing to identify cases of respiratory disease or rash illness.
- examines animal brain tissue for the presence of rabies virus.
- performs virus culture tests to isolate viruses, such as Influenza, Parainfluenza, Adenovirus, Enteroviruses, Mumps, Varicella Zoster, Respiratory Syncytial Virus and Cytomegalovirus.
- performs year-round influenza testing and disseminates surveillance data on viral diseases.
- performs serologic tests for diseases such as measles and rubella.
- conducts examinations for viral agents related to suspected acts of bioterrorism.

Telephone: (573) 751-3334

THE STATE TUBERCULOSIS LABORATORY:

- provides reference services for the identification of tuberculosis and other mycobacteria species.
- performs diagnostic tests for tuberculosis including tests for antibiotic resistance.
- performs testing on clinical specimens in support of tuberculosis control program activities and outbreak investigations.

Telephone: (417) 461-5390

OFFICE OF FINANCIAL AND BUDGET SERVICES

The Office of Financial and Budget Services (OFABS) provides leadership and oversight of fiscal management systems for the Division. It serves as the primary contact for the Division's programs and operations on fiscal issues. The Office provides leadership in the development of the Division's budget and assures that fiscal resources contribute positively to the achievement of Division's strategic goals. In

addition, the Office provides training to programs in all aspects of fiscal management including budget, grant preparation and management, expenditure tracking, fiscal note and decision item preparation, contracts, contract monitoring, and purchasing and procurement.

Telephone: (573) 751-9071

CENTER FOR HEALTH POLICY INTEGRATION

The Center for Health Policy Integration (CHPI) collaborates with programs and communities to set policy and to integrate goals for the division and includes the Center for Local Public Health Services, the Office of Minority Health, the Office on Women's Health and the Office of Primary Care and Rural Health (described below). In addition, the CHPI oversees performance management for the division.

Telephone: (573) 526-2787

CENTER FOR LOCAL PUBLIC HEALTH SERVICES

The Center for Local Public Health Services utilizes a population-based approach to improve identified health priorities in Missouri communities. The center provides leadership, training and technical assistance to local public health agencies, communities, not-for-profit organizations and other health-related key stakeholders regarding the development of processes that improve community-based public health systems.

Telephone: (573) 751-6170

The Center for Local Public Health Services:

- administers state-funded and federal-funded contracts with local public health agencies to strengthen the delivery of the 10 essential public health services.
- facilitates dialogue with the Department of Health and Senior Services Director's Advisory Council (DAC) and the Missouri Association of Local Public Health Agencies (MoALPHA) on public health issues.
- promotes the leadership and administrative capabilities of local governing bodies and administrative staff.
- establishes and maintains a coordinated public health volunteer system for emergency response.
- coordinates the Council for Public Health Nursing (CPHN) to provide leadership, expertise and advocacy related to public health nursing practice, standards and issues.
- provides leadership, training, coaching and consultation regarding community mobilization strategies that support community organizing, planning and actions to improve identified health priorities.
- facilitates strategic and focused planning with CLPHS customers.
- identifies and coordinates professional development opportunities for the public health workforce.
- collaborates with the Missouri Institute for Community Health (MICH) to implement and maintain the voluntary accreditation program for local public health agencies.
- facilitates the open sharing of ideas, information, tools, methods and innovative solutions to problems.
- serves as a liaison to community coalitions, schools, universities, professional boards and organizations concerning public health issues.
- creates ways for public health system members to identify changes in the environment and adapt to them so the challenges of the future can be met successfully.

OFFICE OF MINORITY HEALTH

The Office of Minority Health monitors programs in the Department of Health and Senior Services for their impact on the health status of minority populations in Missouri.

Telephone: Jefferson City (573) 751-6064
St. Louis (314) 877-0245

The office:

- promotes the development of community coalitions and resources.
- provides technical assistance to community and faith-based organizations to implement HIV/AIDS initiatives targeted to the African-American population.
- assists department personnel with cultural awareness and sensitivity.
- assists in the design, development, and review of department programs that impact the health status of minorities.
- assists in the coordination and development of educational programs and culturally sensitive minority health education materials designed to reduce the incidence of disease in the state's minority population.
- assists in analyzing federal and state legislation for its impact on the health status of minorities.
- assists community minority health organizations by identifying available funding for health programs through public and private grants, and promoting coalition and community development resources.
- provides staff resources and minority health information to the Missouri Department of Health and Senior Services' Minority Health Advisory Committee.
- provides staff resources to assist the *Governor's Commission on Special Health, Psychological and Social Needs of Minority Older Individuals*, which was established by statute in 1994 to study the needs of the state's minority older individuals and make recommendations to the Governor, legislature and department in meeting those needs. The commission, which consists of 16 members appointed by the Governor, advises the department director on minority health issues.

OFFICE OF PRIMARY CARE AND RURAL HEALTH

The Office of Primary Care and Rural Health works to ensure access to and availability of primary health care services for all of Missouri's populations, including its rural citizens. Part of this effort is to reduce the shortage of medical, dental, mental and nursing health professionals throughout Missouri. The office also administers Missouri's oral health program, which provides a broad range of core public health activities for oral health.

Telephone: (573) 751-6441

PRIMARY CARE SYSTEMS

Through private/public partnerships, the Primary Care Systems Program works to ensure access to and availability of primary health care services for all of Missouri's populations. Efforts to increase access to care include: evaluating availability and accessibility of medical, psychiatric and dental health professionals; developing resources to enhance and expand community-based health care delivery systems; working with state and federal partners in the recruitment and retention of health care professionals in health professional shortage areas; and assessing the extent, impact and characteristics of the lack of insurance on the health care delivery systems, communities and individuals in Missouri. The initiatives under this program include:

- **the Primary Care Office.** The office identifies and requests designations for Health Professional Shortage Areas. The office also serves as the state contact for the National Health Service Corps and oversees development of new federally funded community health centers and the development of a population-based workforce model for primary medical, dental and mental health services.
- **the Primary Care Resource Initiative for Missouri (PRIMO).** PRIMO provides funds to communities in underserved areas to develop community-based health care delivery systems, develops clinical

training sites in rural and underserved area clinics, and develops recruitment programs for primary care physicians, dentists and nurse practitioners.

- **Health Professional Placement Services.** The services offer an Internet-based program to assist health care professionals in finding employment opportunities in areas of need throughout Missouri. The services provided also include maintaining a database of current health care opportunities in Missouri and working with a professional recruitment and retention manager to match individuals to communities. There are no fees associated with this program.

RURAL HEALTH SYSTEMS

Through private/public partnerships, the Rural Health Systems Program assures the availability of and access to essential health care services for all rural Missouri residents. Efforts include: support for the health care delivery system infrastructure in rural areas (particularly small rural hospitals) through resources for initiatives to reduce medical errors and support quality improvement; comply with new regulations; and implement technology enhancements in order to improve services and health outcomes. The initiatives under this program include the:

- **Office of Rural Health.** The office serves rural communities by collecting and disseminating information; providing technical assistance; coordinating rural health interests and activities statewide; and supporting efforts to improve recruitment and retention of health professionals in rural areas.
- **Medicare Rural Hospital Flexibility Program.** The program provides support to Critical Access Hospitals to implement or expand quality improvement programs and develop rural health networks among these hospitals and their community/health system partners; and, coordinates activities with the Missouri Hospital Association and the Missouri Quality Improvement Office to evaluate quality improvement programs in the critical access hospitals and develop a model program for all. Other program activities are under development to expand training opportunities in order to integrate local EMS systems into the health care network to improve health outcomes in rural Missouri.
- **Small Rural Hospital Improvement Program.** The program provides financial and technical assistance to small rural hospitals to: implement the Prospective Payment System; become compliant with provisions of the Health Insurance Portability and Accountability Act; reduce medical errors; and support quality improvement.

HEALTH PROFESSIONAL INCENTIVE PROGRAMS

The purpose of the Health Professional Incentive Program is to reduce the shortage of health care professionals and to increase access to health care for all Missouri citizens. The state issues health professional student loans to medical, dental, dental hygienist, nursing, mental health, and dietitian/nutrition students. The loans are “forgiven” when the recipient graduates, becomes licensed/registered/certified, etc., and works in a Health Professional Shortage Area in Missouri. This program also provides assistance in the recruitment of foreign medical graduates into underserved areas to assure staffing for local health care delivery systems. The initiatives under this program include the:

- **Health Professional Loan Repayment Program.** The program provides financial incentives for licensed primary care physicians (family or general practice, pediatrics or general internal medicine), general practice dentists and primary care nurse practitioners, psychiatrists, psychologists, licensed professional counselors, licensed clinical social workers, and dietitians/nutritionists. Participants agree to accept Medicare and MO HealthNet (formerly called Medicaid) patients and provide a discounted fee schedule, based on family size and income, for all uninsured individuals.
- **J-1 Visa/State 30 Waiver Program and National Interest Waiver Program.** Foreign medical graduates are allowed to remain in Missouri after completion of advanced medical training in exchange for

service in underserved communities. Practitioners are recruited and sponsored by Missouri health care facilities or organizations to serve the specific needs of a community. The National Interest Waiver Program allows participants time and opportunity to pursue U.S. citizenship.

- **PRIMO Health Professional Recruitment and Loan Programs.** Early recruitment (high school) of health professional students is promoted, especially recruitment of individuals from rural, inner city and underserved communities in Missouri. In addition, educational loans are provided to health professional students in exchange for an obligation to provide primary health care services in underserved areas upon completion of training. Disciplines include primary medical care, dental, dental hygiene, mental health and nutrition.
- **Professional and Practical Nursing Student Loan and Loan Repayment Program.** Support for nursing students and nursing professionals is provided in exchange for service in Missouri's underserved communities. Student loans are provided for up to 70 nursing students annually in return for an obligation to provide service in public and non-profit health care agencies in underserved Missouri communities. Professional nurses are provided loan repayments in exchange for service in hospitals, health care agencies in underserved Missouri communities, and public health care agencies. The number of loans provided is based upon availability of funds.

ORAL HEALTH PROGRAMS

The Oral Health Program provides a broad range of core public health activities for oral health. Activities include access to oral health care; oral health surveillance; oral health education; technical assistance on fluoride mouth rinse program and community water fluoridation; portable dental equipment for community outreach; promotion of dental sealants; other preventive measures including fluoride varnish and oral health research. The program also serves as a resource on oral health issues for other states and federal agencies, the dental profession and the public. The initiatives under this program include:

- the **Oral Health Preventive Services Program.** Oral health surveillance, education and preventive services to children under the age of 18 are provided through a community-based system of care that includes representation of all aspects of the community and the health care delivery system. Core components include a community governance coalition, dental referral system, standardized screening/surveillance methodology and provision to participating communities of fluoride varnish, screening forms and supplies, data analysis and oral health educational materials. This program is available to any school, Head Start Program, early childhood learning centers, etc. During the school year 2007-2008, 18,656 children received services through this program. In addition, K-12 Oral Health Education Curriculum has been developed and is available free of charge on the department's Web site. This curriculum has been well received throughout the nation and internationally.
- the **Elks Mobile Dental Program.** Mobile dental units from a public/private partnership with the Elks' Benevolent Trust of Missouri are provided for the oral health care of children with special health care needs and children who are mentally retarded or developmentally disabled in a community-based setting.
- the **Fluoride Mouth-Rinse Program.** Supplies and technical assistance are provided to public schools in Missouri to conduct a school-based fluoride mouth-rinse program.
- **Oral Health Screening and Surveillance.** A state-based oral health surveillance system has been established to evaluate the oral health of Missouri populations, beginning with pre-school age children. In addition, the program evaluates access to dental services for those children and provides technical assistance to schools conducting dental screens.
- the **Water Fluoridation Program.** Technical assistance on best practices, health outcomes and state and national resources are provided to assist communities in the fluoridation of the public water supply.

Community water fluoridation programs receive information on fluoridated water systems within the state, and educational information is provided to assist communities.

- **Portable Dental Equipment.** The loan of portable dental equipment is offered to hygienists and/or dentists who wish to provide outreach in their communities and to help communities and organizations promote public oral health activities. The equipment consists of a patient chair, dentist stool, light, air compressor and dental unit. This equipment is available at eleven sites statewide.
- the **Missouri Donated Dental Services Program.** Those with physical, medical or mental disabilities, or those who are elderly, are linked to volunteer dentists and dental laboratories.
- **Oral Health Coalitions.** The Missouri Coalition for Oral Health in Missouri conducts an annual summit, bringing together oral health care professionals, Head Start agencies, community clinics, oral health associations, and department oral health policymakers in order to facilitate a comprehensive statewide oral health prevention and education system and ensure access to dental care for all Missourians.

OFFICE ON WOMEN'S HEALTH

The Office on Women's Health is committed to the development of effective, comprehensive public policy that promotes improved physical and mental health and well-being and lessens the burden of preventable disease and injury among the women and girls of Missouri.

Telephone: (573) 526-0445

The office:

- promotes a comprehensive view of women's health, including a focus on social, emotional, economic, and educational factors affecting women's health and well-being.
- enhances the visibility and prominence of women's health issues.
- identifies issues affecting women's health and well-being and proposes strategies for addressing those issues, assisting in the design, development, and review of state and local programs that address women's health needs.
- recommends and monitors policies to ensure equitable, effective, accessible health services for women.
- convenes and staffs the Women's Health Council to ensure appropriate expert advice and guidance for the office's policy recommendations.
- promotes communication about women's health needs and issues among a wide variety of constituent groups, stakeholders, and advocacy organizations.
- works for improved coordination of and greater collaboration among all programs and services affecting women's health.
- assures that public information and health education initiatives and programs include appropriate emphasis on women's health issues.
- serves as a resource on women's health for communities, the department, local health departments, other state agencies, and the governor's office.

SECTION FOR CHRONIC DISEASE PREVENTION AND NUTRITION SERVICES

The Section for Chronic Disease Prevention and Nutrition Services directs statewide programs that are

designed to prevent and control chronic diseases for all Missourians and support the nutritional health of high-risk populations. The section provides leadership for the assessment, development of plans and policies, and the implementation of evidence-based approaches to prevent and control cancer and chronic diseases, the leading causes of death in Missouri. In addition, the section administers statewide programs that provide food assistance and nutrition services, early screening and detection of cancer, and health promotion interventions to reduce risk factors for chronic diseases (e.g., tobacco use, physical inactivity, and poor diets). These programs are managed through the Bureau of Cancer and Chronic Disease Control; Bureau of Health Promotion; Bureau of Community Food and Nutrition Assistance; and Bureau of Women, Infants, and Children (WIC) and Nutrition Services.

Telephone: (573) 522-2800

BUREAU OF CANCER AND CHRONIC DISEASE CONTROL

The Bureau of Cancer and Chronic Disease Control coordinates programs in the areas of prevention and control of cancer, arthritis, asthma, heart disease, diabetes, stroke, blindness, and osteoporosis. In addition, the bureau focuses on improving or saving lives through organ and tissue donation. Bureau efforts focus on public education, professional education, coalition development and technical assistance, early detection and diagnostic services, chronic disease management, policy development, and maintenance of the organ donor registry. The bureau employs multiple strategies to improve the health of local communities and specific targeted programs to provide education, resources and improve health care access to combat cancer and chronic diseases.

Telephone: (573) 522-2860

COMPREHENSIVE CANCER CONTROL PROGRAM

The Comprehensive Cancer Control Program supports public awareness, supports professional training, leads cancer burden assessment activities, coordinates interventions and evaluates cancer control prevention programs. It also maintains and disseminates information on cancer prevention and control resources in Missouri and supports local coalitions to conduct cancer control activities.

Telephone: (573) 522-2841

SHOW ME HEALTHY MISSOURIANS

Show Me Healthy Missourians (SMHM) is composed of three programs funded by the Centers for Disease Control and Prevention (CDC) for direct health services for low-income Missourians who are uninsured or underinsured.

- **Show Me Healthy Women (SMHW)**
The **National Breast and Cervical Cancer Early Detection Program** (NBCCEDP) provides for screening and diagnostic services for breast and cervical cancer for eligible women 35 years of age and older. The program goal is to reduce the mortality rate of breast and cervical cancer for Missouri women.
- The **WISEWOMAN** Program provides for health screenings and lifestyle education to reduce risk of heart disease and stroke for eligible women 35 years of age and over. The program goal is to reduce the mortality rate of cardiovascular disease for Missouri women.
- **Missouri Screen for Life (MSFL)**
The Colorectal Cancer Screening Program provides for colorectal cancer screenings and diagnostic testing for both men and women 50 years of age and older. This demonstration project is currently available only in the St. Louis metropolitan area and is scheduled to end in August 2009. The program goal is to reduce mortality due to colorectal cancer for Missouri adults.

Telephone: (573) 522-2845

ARTHRITIS AND OSTEOPOROSIS CONTROL PROGRAM

The Missouri Arthritis and Osteoporosis Control Program (MAOP) promotes optimal health and quality of life for all Missourians affected by arthritis, osteoporosis, lupus, rheumatic diseases and related musculoskeletal conditions. MAOP works with a network of regional arthritis centers throughout the state to deliver evidence-based exercise and self-management programs and education.

Telephone: (573) 884-1220

ASTHMA PREVENTION AND CONTROL PROGRAM

The goal of the Asthma Prevention and Control Program is to improve the capacity of Missouri's public health system to define and reduce the burden of asthma for those people with the disease. Program services include linking existing resources and partners, maintaining comprehensive surveillance and evaluation, and providing technical assistance for local control efforts.

Telephone: (573) 522-2860

BLINDNESS EDUCATION, SCREENING, AND TREATMENT (BEST) PROGRAM

The BEST Program provides blindness prevention education, screening and referral for treatment for individuals without adequate coverage under a health benefit plan. The public education component provides information about eye conditions that may cause blindness and treatment options. The program is supported by voluntary contributions and does not receive any state or federal government funding. Program efforts address the Healthy People 2010 focus areas of "Vision and Hearing" and "Diabetes."

Telephone: (573) 522-2860

DIABETES PREVENTION AND CONTROL PROGRAM

The Missouri Diabetes Prevention and Control Program addresses the prevention of diabetes and its complications through influencing change at the policy, environmental, health systems and community levels.

Telephone: (573) 522-2860

HEART DISEASE AND STROKE PREVENTION PROGRAM

The Heart Disease and Stroke Prevention Program promotes the prevention of heart disease and stroke and the elimination of related health disparities. The focus areas are: controlling high blood pressure and high cholesterol, knowing the signs and symptoms of heart attack and stroke, calling 9-1-1, improving emergency response, improving quality of care and eliminating disparities in health care, work site and community settings utilizing evidenced-based public health practices through population-based education, policy and system change strategies.

Telephone: (573) 522-2860

ORGAN DONOR PROGRAM

The Organ Donor Program maintains a statewide, confidential registry of potential organ and tissue donors that is available to procurement agencies 24/7. The program works with partners to develop and implement statewide public education initiatives to increase public awareness about donation and registry enrollments.

Initiatives are funded solely by voluntary contributions of one dollar received by the driver's license offices throughout the state at the time an individual makes application for a driver's license or identification card, renews a motor vehicle license, specialty license plate or a direct donation to the Department.

Telephone: (573) 522-2860

BUREAU OF HEALTH PROMOTION

The Bureau of Health Promotion oversees programs and initiatives to reduce tobacco use and exposure to secondhand smoke. The bureau also promotes physical activity and healthy eating as ways to avoid the primary risk factors for preventable chronic diseases, including obesity and premature death. The bureau supports local programs through contracts, training and technical assistance in implementing evidence-based strategies to reduce the risk factors.

Telephone: (573) 522-2820 or toll-free 1-(866) 726-9926

CHRONIC DISEASE PRIMARY PREVENTION PROGRAM

The goal of the Chronic Disease Primary Prevention Program is to reduce the primary risk factors for chronic diseases—tobacco use, exposure to secondhand smoke, and obesity, which is often caused by physical inactivity and unhealthy eating. Contracts are established with 14 local public health departments in a multi-county collaborative serving a total of 22 counties including one metropolitan city, Independence. The funding supports building local capacity to implement evidence-based approaches and best practices to achieve the program goals. Emphasis is placed on making environmental, policy and system changes to support healthy behaviors for schools, work sites, and communities.

Telephone: (573) 522-2820 or toll-free 1-(866) 726-9926

COMPREHENSIVE TOBACCO USE PREVENTION PROGRAM

The goals of the Missouri Comprehensive Tobacco Use Prevention Program are to prevent youth initiation to tobacco use, promote quitting among youth and adults, eliminate exposure to secondhand smoke and reduce the impact on populations disproportionately affected by tobacco. Program staff works with youth advocacy groups, community-based coalitions, voluntary organizations and partners to educate the public about the health effects of tobacco use and exposure to secondhand smoke, and to advocate for policies to prohibit tobacco use on school property and to eliminate exposure to secondhand smoke in public places. Employers are encouraged to implement smoke-free workplace policies and to include effective tobacco cessation assistance in employee health insurance coverage. Staff provides data and technical assistance to increase effectiveness of local program efforts. To increase quitting among tobacco users, the Missouri Tobacco Quitline (1-800-QUIT-NOW) provides free cessation counseling services and referrals for local assistance. Health care professionals are encouraged to assess tobacco use status and counsel those who use to quit.

Telephone: (573) 522-2820 or toll-free 1-(866) 726-9926

TEAM NUTRITION PROGRAM

The USDA Team Nutrition Training grant is used to help schools and childcare providers promote healthy eating and physical activity habits among children. Funds are aimed at activities that are designed to reduce rates of childhood overweight and create healthier school and childcare nutrition and physical activity environments.

Telephone: (573) 522-2820

BUREAU OF COMMUNITY FOOD AND NUTRITION ASSISTANCE

Community Food and Nutrition Assistance administers programs that provide supplemental nutrition assistance to vulnerable populations; improve health status; contribute to optimum growth and development; and decrease the risk of chronic diseases later in life. The assistance includes meal subsidies to eligible organizations that feed infants, children and youth and food packages to low-income elderly persons, women, infants and children.

Telephone: (573) 751-6269 or toll-free (800) 733-6251

CHILD AND ADULT CARE FOOD PROGRAM

The Child and Adult Care Food Program provides reimbursement for nutritious meals and snacks served to eligible participants in child care centers; family child care homes; homeless shelters; before and after school programs; and adult day care centers. The goal of this program is to see that well-balanced meals are served and good eating habits are taught in child and adult care settings. The program serves children under the age of 13; children of migrant workers age 15 and under; physically or mentally handicapped persons receiving care in a center where most children are 18 years and under; and adults who are functionally impaired or over 60 years old. It provides training and technical assistance on nutrition, food-service operations, program management and record keeping.

Telephone: (573) 751-6269 or toll-free (800) 733-6251

SUMMER FOOD SERVICE PROGRAM

The Summer Food Service Program helps assure that eligible populations have access to nutritious meals during the summer months when school is not in session by providing reimbursement to community agencies that can offer the required continuum of meals. Eligible participants include children 0-18 years of age whose family incomes are less than or equal to 185 percent of the Federal Poverty Guidelines. Income-eligible adults over 18 years of age who have been determined by a state educational agency to have a disability and who participate in a school-based program for the disabled during the school year also are able to participate in the program. There are contracts with schools and other community-based organizations to sponsor the local programs and provide meals that must meet established guidelines. In this manner, the program increases the nutrient intake of program participants, thereby reducing their risk for health problems and enhancing their learning capacities.

Telephone: (573) 751-6269 or toll-free (888) 435-1464

COMMODITY SUPPLEMENTAL FOOD PROGRAM

The Commodity Supplemental Food Program works to improve the health of low-income pregnant and breast-feeding women, other new mothers up to one year postpartum, infants, children up to their sixth birthday and older persons at least 60 years of age by supplementing their diets with nutritious U.S. Department of Agriculture commodity foods. The program also provides health referral services and nutrition education. Eligible women, infants and children must meet income eligibility requirements (currently 185 percent of the federal poverty guidelines) while older persons must have income at or below 130 percent of the federal poverty guidelines. Women, infants, children and the elderly must reside in the state of Missouri and cannot also be participating in the WIC Program.

Telephone: (573) 751-6269

BUREAU OF WIC AND NUTRITION SERVICES

The Bureau of WIC and Nutrition Services focuses on decreasing preventable nutrition-related morbidity

and mortality throughout the life cycle. Bureau programs focus on assuring that those Missourians found to be “nutritionally at-risk” receive nutritious food supplements through local grocery vendors according to federal guidelines.

Telephone: (573) 751-6204

SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS AND CHILDREN (WIC)

The WIC program prescribes and pays for nutritious foods to supplement the diets of pregnant women, new mothers, infants and children up to their 5th birthday who qualify as “nutritionally at risk” based on a medical and nutrition assessment and who meet state income guidelines (185 percent of federal poverty guidelines or eligible for Medicaid TANF or Food Stamps in Missouri). Program participants are reassessed periodically to determine eligibility status. These services are provided at the local level through contracts with county and city health departments, federally qualified health centers, community action agencies, one faith-based facility and hospitals. WIC contracts with retail grocers and pharmacies where participants purchase the prescribed supplemental foods.

The WIC program provides nutrition education to program participants to positively change eating patterns for improving health status; breast-feeding counseling; and support to pregnant women and new mothers. In addition, local WIC staff conducts immunization screenings and referrals to assure children are age-appropriately immunized and provides appropriate referrals to address the WIC participant’s need. The WIC Program Nutrition Training Institute assesses the training needs of community-based professionals and provides relevant nutrition- related training through seminars, workshops, via satellite, audio and video conferences.

The WIC Program also has a Dietetic Internship Program accredited by the Commission on Accreditation for Dietetics Education of the American Dietetic Association. This program trains qualified nutrition professionals for public health positions. The WIC Program also includes the Breast-feeding Peer Counseling Program. This program enables local WIC providers to build upon and expand breast-feeding promotion and support activities in their community by providing support, encouragement and technical assistance to pregnant and breast-feeding women. The WIC Program also includes the Farmers’ Market Nutrition Program (FMNP). This program is designed to increase the consumption of fresh fruits and vegetables by women, infants and children who participate in the program and are nutritionally at risk and to expand the awareness and use of farmers’ markets by participants.

Telephone: (573) 751- 6204 or TEL-LINK (573) 835-5465

SECTION FOR HEALTHY FAMILIES AND YOUTH (HFY)

The Section for Healthy Families and Youth promotes optimal health by providing leadership to both the public and private sectors in assessing health care needs of families and communities and assuring that the health system responds appropriately. This section is also responsible for developing policy; planning systems of care; and designing, implementing and evaluating programs to meet the health care needs of families in the state of Missouri. The primary units are the bureaus of Genetics and Healthy Childhood, and Special Health Care Needs.

Telephone: (573) 751-6253

BUREAU OF GENETICS AND HEALTHY CHILDHOOD (GHC)

The Bureau of Genetics and Healthy Childhood promotes and protects the health and safety of individuals and families based on their unique conditions, needs and situations, utilizing multiple programs within the

bureau. The bureau achieves this by implementing prevention and intervention strategies to optimize health and environment from pre-pregnancy through adulthood. Related activities of the bureau encompass public and professional education; screening and follow-up services; surveillance; needs assessment; and resource identification and/or development. The bureau accomplishes its mission in collaboration with families, health care providers and other community, state and national partners.

Web site: <http://www.dhss.mo.gov/Genetics/>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

INJURY AND VIOLENCE PREVENTION PROGRAMS (IVPP)

The vision of the Injury and Violence Prevention Program is: a safer, healthier and violence free Missouri. The mission of the program is to improve the health of Missourians by preventing and reducing intentional and unintentional injuries. This will be done by creating and maintaining an infrastructure that will develop public policy, coordinate injury and violence prevention interventions within DHSS, collaborate and coordinate interventions with other agencies addressing injuries, support the collection and analysis of injury data, and conduct ongoing quality improvement and program evaluation activities. Interventions implemented by the IVPP include:

SEXUAL ASSAULT VICTIM (SAC) SERVICES

The IVPP contracts with community organizations that assist victims recovering from the trauma of sexual assault and sexual abuse. The SAV also seeks to prevent secondary victimization by providing direct services to victims of sexual assault and sexual abuse. Specific services provided are individual counseling, support groups, face-to-face interaction, and advocacy.

Telephone: (573) 751-6210 or toll-free (800) 877-6246

SEXUAL ASSAULT PREVENTION (SAP) SERVICES

The IVPP contracts with community organizations to provide services for preventing sexual assault and sexual abuse. Specialized programs provide sexual assault prevention education for children, teens, college students, and adults, and professional training for those working in the field.

Telephone: (573) 751-6210 or toll-free (800) 877-6246

SAFE-CARE (SEXUAL ASSAULT FORENSIC EXAMINATION-CHILD ABUSE RESOURCE AND EDUCATION) NETWORK

The SAFE-CARE Network provides training to physicians and nurse practitioners in the medical evaluation of alleged victims of child sexual abuse, physical abuse, and neglect. In turn, network physicians and nurse practitioners provide comprehensive medical evaluations to the alleged child victims of maltreatment, in addition to community and professional education on the topic of child maltreatment.

Web site: http://www.dhss.mo.gov/Injuries_in_Missouri/SafeCare.pdf

Telephone: (573) 751-6210 or toll-free (800) 877-6246

SAFE KIDS MISSOURI

The IVPP contracts with eight local coalitions in Missouri to assist with building local infrastructure for delivering unintentional injury prevention activities for children under age 15. Safe Kids' coalitions focus on the safety of child passengers, bicycle and wheeled sports, the home, motor vehicles, pedestrians, and the prevention of drowning, poisoning, falls, fire and burns, etc., as well as other injury areas.

Telephone: (573) 751-6210 or toll-free (800) 877-6246

THINKFIRST MISSOURI

The IVPP contracts with the University of Missouri-Columbia School of Medicine to conduct Think First Missouri activities. This trauma prevention program provides primary prevention activities targeted to middle-, junior high-, and senior high school students related to the prevention of head and spinal cord injuries.

Telephone: (573) 751-6210 or toll-free (800) 877-6246

ADOLESCENT HEALTH PROGRAM

The Adolescent Health Program addresses various adolescent, teen and young adult issues of 10- to 24-year-olds. The program provides consultation, education, technical assistance and resources for health professionals, school personnel, parents, adolescents, and state and community organizations, to improve the health of adolescents. The Council for Adolescent and School Health (CASH) assists the department in identifying adolescent priorities and promoting strategies to reduce health risks to adolescents, and promoting healthy adolescent development.

Services include:

- an *Adolescent Shorts* newsletter on the latest adolescent health issues and best practices.
- presentations and trainings on current adolescent health topics.
- free materials that can be ordered from the department's AV and Literature Warehouse.
- programs that promote healthy youth development, including the Teen Outreach Program (TOP).

In addition, federal-abstinence-grant funding supports contracts with local school, community, and faith-based organizations to implement abstinence education and youth development programs for adolescents, and educational programs for parents and family members.

Web site: <http://www.dhss.mo.gov/AdolescentHealth>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

SCHOOL HEALTH PROGRAM

The School Health Program provides contracts to public school districts and local public health agencies to establish or expand population-based health services for school-age children in defined geographic areas. The program focus is on increasing access to primary and preventive health care. The program also provides overall guidance to school nurses, school administrators, and the public regarding school nursing and school health issues. The state's school nurse consultant provides consultation and technical assistance regarding the role of nurses serving in school settings. The School Health Program also administers the Blindness Education, Screening, and Treatment (BEST) fund to cover the cost of vision examinations for first and third grade children who fail a vision screening, and are not covered by existing public health insurance. The cost of the examination must not exceed the allowable state MO HealthNet reimbursement amount for eye examinations.

Other services include:

- a Web site containing all available guidelines for best practices.
- links to departmental, state, and national resources.
- tools for school nurses to use, such as Power Point presentations, on various topics.
- an electronic newsletter sent to all school nurses (as of January 1, 2008).

An effort is made to assure an adequate nurse-to-student ratio. The program is a collaborative effort of Missouri's departments of Health and Senior Services, and Elementary and Secondary Education, and many other agencies.

Web site: <http://www.dhss.mo.gov/SchoolHealth>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

GENETIC SERVICES PROGRAM

The Genetic Services Program, through contracts with Genetic Tertiary Centers, expands existing programs and develops new programs where needed, including telehealth medicine services, to reduce the morbidity and mortality associated with genetic disorders. Information is provided to the public and medical professionals regarding genetic disorders and the availability of genetic services in Missouri. A referral network is maintained for individuals in need of diagnostic services, treatment, counseling, and other genetic-related services.

Web site: <http://www.dhss.mo.gov/Genetics/>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

ADULT CYSTIC FIBROSIS PROGRAM

The Adult Cystic Fibrosis Program provides assistance to individuals who are 21 years of age and older and have been diagnosed with cystic fibrosis. Applicants must meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines.

The program provides financial assistance for the following services: outpatient and inpatient services, prescription medications, home medical equipment, emergency care, and service coordination.

Web site: <http://www.dhss.mo.gov/CysticFibrosis/>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

ADULT HEMOPHILIA PROGRAM

The Adult Hemophilia Program provides assistance to persons who are 21 years of age and older and have been diagnosed with Hemophilia or Von Willebrand disease. Applicants must meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines.

The program provides financial assistance for the following services: outpatient and inpatient services, prescription medications, blood factor products, emergency care, home medical equipment, and service coordination.

Web site: <http://www.dhss.mo.gov/Hemophilia/>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

ADULT SICKLE CELL ANEMIA PROGRAM

The Adult Sickle Cell Anemia Program provides services to participants who are 21 years of age and older and have been diagnosed with sickle cell disease. Participants who meet the financial eligibility guidelines can receive inpatient services, outpatient services, emergency care, home medical equipment, and prescription medications. Applicants must meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines.

Web site: <http://www.dhss.mo.gov/SickleCell/>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

METABOLIC FORMULA DISTRIBUTION PROGRAM

The Metabolic Formula Distribution Program provides financial assistance to program participants for the purchase of metabolic formula and an annual examination from one of the metabolic treatment centers. Medical eligibility for the Metabolic Formula Distribution Program is documented with a written medical diagnosis of one of the following conditions: phenylketonuria (PKU); maple syrup urine disease (MSUD); glutaric acidemia; homocystinuria; methylmalonic acidemia; citrullinemia; argininosuccinic acidemia;

isovaleric acidemia; 3-hydroxy-3-methylglutaryl CoA lyase deficiency (HMG); 3-methylcrotonyl CoA carboxylase deficiency (3MCC); propionic acidemia; ornithine transcarbamylase deficiency (OTC) or another disease approved by the department, upon recommendation of the Newborn Screening Standing Committee. Applicants ages 5 and younger are eligible regardless of family income. Applicants ages 6 and older are eligible based on financial criteria.

Web site: <http://www.dhss.mo.gov/MetabolicFormula/>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

NEWBORN SCREENINGS

NEWBORN BLOOD SPOT SCREENING PROGRAM

The Newborn Blood Spot Program provides early identification and follow-up of phenylketonuria (PKU), biotinidase deficiency, galactosemia, congenital hypothyroidism, congenital adrenal hyperplasia, cystic fibrosis, hemoglobinopathies, organic acid disorders, fatty acid oxidation disorders, and amino acid disorders that suggest the presence of disease in affected but asymptomatic infants to ensure that either a repeat newborn screen or a confirmatory test has been done. In addition, infants found to be positive are referred to a system of health care.

Web site: <http://www.dhss.mo.gov/NewbornScreening/>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

NEWBORN HEARING SCREENING PROGRAM (NBHS)

Since 2002, Missouri law requires all hospitals and birthing centers to screen babies for hearing loss prior to discharge. The Newborn Hearing Screening Program seeks to ensure all babies born in Missouri receive timely and appropriate screening, diagnosis, and intervention for hearing loss. The work of the Newborn Hearing Screening Program is accomplished by:

- maintaining a tracking and surveillance system that involves the collection and analysis of data gathered from Missouri hospitals, audiologists, and the Missouri Department of Elementary and Secondary Education.
- the efforts of program staff who ensure all families of Missouri newborns receive notification of screening results that require further follow-up.
- providing technical assistance to birthing facilities.
- providing education about newborn hearing screening, diagnosis and intervention to families and health care providers.

Web site: <http://www.dhss.mo.gov/NewbornHearing/>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

SICKLE CELL ANEMIA PROGRAM

The Sickle Cell Anemia Program, through contracts with hemoglobinopathy centers, promotes and provides screening, testing, referral, education, counseling, and follow-up services for Missouri citizens at risk for sickle cell conditions. Information about sickle cell disease and sickle cell trait is directed at the general public, health professionals, and targeted populations.

Web site: <http://www.dhss.mo.gov/SickleCell/>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

FOLIC ACID PROGRAM

The program's purpose is to increase the number of Missourians who are aware of the importance of folic

acid intake in reducing the risk of certain birth defects, diseases and health conditions, and who take a daily multivitamin containing 400 micrograms of folic acid to assure adequate folic acid consumption. The program develops implements, disseminates and evaluates nutrition-education materials and information for health professionals, minority audiences, and the general population. The program has also received Missouri Chapter March of Dimes funding to promote use of the *An Ounce of Prevention: Addressing Birth Defects Related to Folic Acid, Alcohol and Tobacco* in Missouri Schools and local public health agencies.

Web site: http://www.dhss.mo.gov/folic_acid/

Telephone: (573) 751-6266 or toll-free (800) 877-6246

NEWBORN HEALTH PROGRAM (NBH)

The Newborn Health Program promotes healthy birth outcomes and healthy infants by increasing awareness of recommended “best” practices through educational activities and materials. Messages and activities promote the importance of preconception care; early entry into prenatal care; use of folic acid to prevent birth defects; avoidance of smoking, alcohol and other drugs; breast-feeding; placing babies on their backs to sleep; and other healthy behaviors. The program targets all women of childbearing age, infants, and children.

Web site: <http://www.dhss.mo.gov/TopicsA-Z/index.html>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

BREAST-FEEDING PROGRAM

The purpose of the Breast-feeding Program is to improve the health of infants and their mothers through the promotion and support of breast-feeding initiation, exclusive breast-feeding for the first six months of life and continuation for at least the first year of life. In addition, this program provides technical assistance, training, and educational materials to health providers and the general public regarding breast-feeding and prenatal nutritional supplements appropriate for all infants.

Web site: <http://www.dhss.mo.gov/breastfeeding/>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

HOME VISITING PROGRAMS

BUILDING BLOCKS OF MISSOURI PROGRAM

The Building Blocks Program is a prenatal and early childhood nurse-home visiting program based on the David Olds’ Model (Nurse-Family Partnership). This model was first implemented in a scientifically controlled study in Elmira, N.Y., more than 25 years ago, and later replicated in Memphis, TN, and Denver, CO. Twenty-three other states are now simulating the model. Applicants must meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services’ Poverty Income Guidelines and are first-time mothers who enter the program prior to the 28th week of pregnancy. Nurse-home visitors work with the women and their families in their homes during pregnancy and the first two years of the child’s life to accomplish three goals. These goals are to improve:

- pregnancy outcomes by helping women practice sound health-related behaviors, including decreasing the use of cigarettes, alcohol and illegal drugs, and improving nutrition.
- child health and development by helping parents provide more responsible and competent care for their children.
- families’ economic self-sufficiency by helping parents develop a vision for their own future, find jobs, and continue their education.

The program is currently implemented in Southeast Missouri, St. Louis, and Kansas City.

Web site: <http://www.dhss.mo.gov/HomeVisiting/>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

MISSOURI COMMUNITY-BASED HOME VISITING PROGRAM

The Missouri Community-Based Home Visiting Program utilizes the *Families At-Risk* model, developed by the University of Missouri/Sinclair School of Nursing in collaboration with the Missouri Department of Health and Senior Services. The model utilizes nurses and paraprofessionals and provides intensive sustained visits and community services for two to three years to a limited number of families who have been identified as at-risk and meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines. The goals are to increase healthy pregnancies and positive birth outcomes and decrease child abuse and neglect through home-based services. The program provides assessments, education, referrals and case management for Missouri families most at-risk in the following geographic areas: Boone County and Columbia, Clay County, Independence, Madison County, Mississippi County, New Madrid County, Phelps-Maries Counties, Platte County, Randolph County, Springfield, and St. Louis City and County.

Web site: <http://www.dhss.mo.gov/HomeVisiting/>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

ALCOHOL, TOBACCO AND OTHER DRUG PREVENTION AND AWARENESS (ATOD P&A) PROGRAM

The program targets the prevention and/or reduction of the incidence of alcohol, tobacco, and other drugs in the prenatal period. Assessment, counseling, and documentation resources for health care provider use with pregnant women are available at no charge. In addition, manikins representing infants with Fetal Alcohol Syndrome (FAS), prenatal drug exposure, and normal characteristics are available at no cost at 29 community placements sites statewide for use in educational outreach.

The ATOD P&A Program also includes the Missouri Fetal Alcohol Syndrome Rural Awareness and Prevention Project (MOFASRAP). FAS Prevention funding from the Centers for Disease Control and Prevention was extended to support the Central Missouri FAS Center through September 2009. The Central Missouri FAS Center at the University of Missouri – Columbia Hospital and Clinics provides diagnosis, referral to community resources, and follow-up services through monthly clinics for children statewide who are suspected of having an alcohol-related condition.

Web site: <http://www.dhss.mo.gov/ATOD/>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

ALTERNATIVES TO ABORTION (A2A)

The Alternatives to Abortion Services Program provides services for women to encourage a full-term pregnancy. Applicants must meet the financial eligibility guidelines with incomes at or below 200% of the federal poverty level.

The program offers services and counseling to pregnant women that continue for one year after their baby's birth. The goal is to assist a woman in carrying her unborn child to term, rather than having an abortion. The services include, but are not limited to, the following: prenatal care; medical and mental health care; parenting skills; drug and alcohol testing and treatment; child care; newborn or infant care; housing; utilities; educational services; food, clothing and supplies related to pregnancy, newborn care, and parenting; adoption assistance; job training and placement; establishing and promoting responsible paternity; ultrasound services; case management; domestic abuse protection; and transportation. Actual provisions and delivery of these services are dependent on a client's needs and are not prioritized by the department. Services are available only during pregnancy and continue one year thereafter, and exclude any family planning services. No program funds are used to perform or induce, or assist in the performance, induction, or reference of, abortions. None of the funds is granted to organizations or affiliates of organizations that perform or induce, or assist in the performance, induction, or reference of, abortions. The Missouri Alternatives to Abortion Public Awareness Program helps

pregnant women at risk for having abortions be made aware of the alternatives-to-abortion agencies and services located and available to them in their communities. The alternatives-to-abortion public awareness program includes the development and promotion of a Web site, which provides a geographically indexed list of alternatives-to-abortion agencies, as well as contractors for the alternatives-to-abortion services program. Web site: <http://www.dhss.mo.gov/AlternativesToAbortion/>
Telephone: (573) 751-6266 or toll-free (800) 877-6246

BUREAU OF SPECIAL HEALTH CARE NEEDS (SHCN)

The Bureau of Special Health Care Needs utilizes a combination of state and federal funds to provide services for children and adults with disabilities, chronic illnesses and birth defects. Services include assessment, treatment and service coordination. The activities of Special Health Care Needs are focused around National Performance Measures and the six Key Systems Outcomes of the Division of Services for Children with Special Health Needs (DSCSHN), the Maternal and Child Health Bureau (MCHB), the Health Resources and Services Administration (HRSA), and the U.S. Department of Health and Human Services (DHHS).

Focus areas are:

- Families of individuals with special health care needs will partner in decision making at all levels and will be satisfied with the services they receive.
- Individuals with special health care needs will receive coordinated, ongoing, comprehensive care within a medical home.
- Families of individuals with special health care needs will have adequate private and/or public insurance to pay for the services they need.
- Individuals will be screened early and continuously for special health care needs.
- Community-based systems will be organized so families can use them easily.
- Youth with special health care needs will receive the services necessary to make transitions to all aspects of adult life, including health care, education, and independence.

Web site: <http://www.dhss.mo.gov/SHCN/>
Telephone: (573) 751-6246 or toll-free (800) 451-0669

ADULT HEAD INJURY PROGRAM (AHI)

The Adult Head Injury Program provides assistance in locating, coordinating, and purchasing rehabilitative and psychological services for individuals age 21 to 65 who have survived a traumatic brain injury (TBI). TBI is defined in statute RSMo 192.7.35 as “a sudden insult or damage to the brain or its coverings, not of a degenerative nature. Such insult may produce an altered state of consciousness and may result in a decrease of one (1) or more of the following: mental, cognitive, behavioral or physical functioning resulting in partial or total disability. Cerebral vascular accidents, aneurysms and congenital deficits shall be specifically excluded from this definition.” The Adult Head Injury Program provides two types of services: service coordination and rehabilitative services. Rehabilitative services are available for survivors who meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services’ Poverty Income Guidelines and if there are no other payers for these services.

Web site: <http://www.dhss.mo.gov/SHCN/HeadInjury.html>
Telephone: (573) 751-6246 or toll-free (800) 451-0669

CHILDREN WITH SPECIAL HEALTH CARE NEEDS PROGRAM (CSHCN)

Referred to in Missouri State Statute as “Crippled Children’s Service” (CCS), the Children with Special Health Care Needs Program (CSHCN) focuses on early identification of children with special health care

needs; limited funding for preventive, diagnostic and treatment services; and provision of service coordination for families. The program provides assistance for children with an eligible special health care need who are between ages birth to 21. The CSHCN Program has two components: service coordination and funding for medically necessary services. Service coordination is provided statewide through regional contracts. Limited funding for medically necessary services is available to those who meet medical and financial eligibility guidelines and if there are no other payers for these services. Applicants must meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines.

Telephone: (573) 751-6246 or toll-free (800) 451-0669

Web site: <http://www.dhss.mo.gov/SHCN/CSHCN.html>

HEALTHY CHILDREN AND YOUTH-ADMINISTRATIVE CASE MANAGEMENT (HCY)

The Healthy Children and Youth Program, nationally known as the Early Periodic Screening, Diagnosis, and Treatment (EPSDT) Program, provides authorization for medically necessary services for MO HealthNet recipients with special health care needs from birth to the age of 21. The objectives of this program are to improve access to health services; increase frequency of health screenings; improve provider participation in MO HealthNet; and expand diagnostic and treatment services. Administrative case management is accomplished by public health nurses located throughout the state who provide service coordination and identify services. Service coordination includes assessment through home visits, and links to services and resources that enable participants to remain safely in their homes with their families. Approved services may include in-home personal care, in-home nursing care, case management and skilled nursing visits.

Web site: <http://www.dhss.mo.gov/SHCN/HCY.html>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

PHYSICAL DISABILITIES WAIVER PROGRAM (PDW)

The Physical Disabilities Waiver Program provides authorization for home and community-based services to individuals with serious and complex medical needs who have reached the age of 21 and are no longer eligible for in-home care services through the Healthy Children and Youth Program. This waiver is designed to provide a cost-effective alternative to placement in an intermediate care facility for the mentally retarded/developmentally delayed. Administrative case management is accomplished by public health nurses located throughout the state who provide service coordination and identify services. Service coordination includes assessments through home visits and links to services and resources that enable participants to remain safely in their homes with their families. Approved services may include in-home personal care, in-home nursing care and medical supplies.

Web site: <http://www.dhss.mo.gov/SHCN/PDW.html>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

SECTION FOR DISEASE CONTROL AND ENVIRONMENTAL EPIDEMIOLOGY

The Section for Disease Control and Environmental Epidemiology is the principal section involved in the investigation of the cause, origin, and method of transmission of communicable (or infectious) diseases and environmentally related medical conditions. The interrelated services focus on surveillance of diseases and the environment, upon which appropriate prevention and control interventions are based, including responses to disease outbreak situations. Included are specific responsibilities related to immunizations, tuberculosis, sexually transmitted diseases, HIV/AIDS, other reportable communicable diseases, food and water-borne illnesses, zoonoses (diseases that humans contract from animals), emerging infections such as

SARS, Monkeypox, and West Nile Virus, food safety and protection, environmentally related health hazards (such as elevated blood lead levels), hazardous substance control, radiological emergency response, early disease outbreak surveillance systems, as well as other emergency response functions. The primary units are the Bureau of Environmental Epidemiology; the Bureau of Communicable Disease Control and Prevention; the Bureau of HIV, STD and Hepatitis; the Bureau of Immunization Assessment and Assurance; the Bureau of Environmental Regulations and Licensure; and the Office of Veterinary Public Health.

The section is integral to the Department of Health and Senior Services' emergency responses to public health emergencies and natural disasters, including biological, chemical and radiological terrorism. The section assures rapid detection through a comprehensive surveillance system operated by public health staff prepared through expertise and training to detect diseases/conditions that may indicate an emergency/bioterrorism event. Rapid response is assured through emergency response planning by public health staff deployed strategically and prepared through expertise and training to respond to a possible emergency/bioterrorism event.

Telephone: (573) 751-6141

Division toll-free number: (866) 628-9891

Disease reporting toll-free number: (800) 392-0272

BUREAU OF ENVIRONMENTAL EPIDEMIOLOGY

The Bureau of Environmental Epidemiology is involved in the investigation and prevention of illnesses and medical conditions related to the environment. The bureau's efforts focus on illnesses and medical conditions associated with exposure to chemical, bacteriological and physical agents in our environment and in water we consume.

Services include:

- conducting epidemiological studies, identifying environmental health surveillance data needs, designing data collection processes/systems, developing and maintaining data systems and data sets, analyzing and interpreting environmental health data at regular intervals to track trends and providing regular reports on these analyses.
- preparing seasonal heat and cold advisories.
- preparing an annual fish consumption advisory in conjunction with Missouri Department of Natural Resources and Missouri Department of Conservation.
- performing and evaluating health and quantitative risk assessments of hazardous waste sites and various work environments.
- implementing the state Childhood and Adult Lead Poisoning Prevention Programs and administration of lead grants from the Centers for Disease Control and Prevention and the Environmental Protection Agency.
- coordinating the department's response to radiological emergencies.
- providing professional and public technical assistance/education to local public health agencies, health care providers, industry stakeholders, and the public on a variety of environmental public health issues such as indoor air quality, radon, and exposure to hazardous substances.
- working in partnership with the Agency for Toxic Substances Disease Registry, Tulane University, the Missouri Department of Natural Resources, the City of St. Louis, and other states' health and natural resource agencies and federal agencies and organizations on the development and implementation of a national Environmental Public Health Information Tracking Network.

Telephone: (573) 751-6102

Staff is also located in:

Independence (816) 350-5400

Springfield (417) 895-6900
St. Louis (314) 877-2300

BUREAU OF COMMUNICABLE DISEASE CONTROL AND PREVENTION

The Bureau of Communicable Disease Control and Prevention provides comprehensive prevention, intervention, and surveillance programs related to conditions or communicable diseases of public health significance.

Services include:

- conducting epidemiological studies, identifying communicable disease surveillance data needs, designing data collection processes/systems, developing and maintaining data systems and data sets, analyzing and interpreting data at regular intervals to track trends and providing regular reports on these analyses to support targeted interventions.
- consulting with local public health agencies, physicians, private businesses and others regarding diagnosis and control measures for reportable communicable diseases.
- providing guidelines/recommendations, training and technical assistance/consultation to local public health agencies on disease investigations and control activities, and analysis/interpretation of data.
- assuring rapid response to public health emergencies and natural disasters, including bioterrorism events.
- acting as liaison with other agencies such as the Missouri Department of Agriculture to maintain current knowledge of diseases occurring in animal populations that may affect humans.
- providing the treatment of TB disease or infection, as well as tuberculin skin testing materials for use in extended contact investigations and assisting local public health agencies with TB case management efforts.
- providing assistance to local health officials in the screening and treatment of public health conditions in newly arriving refugees.
- collaborating with other programs within the Missouri Department of Health and Senior Services, other state and federal agencies and community-based organizations in emergency event planning and response.

Telephone: (573) 751-6113

Staff is also located in:

Independence	(816) 350-5402
Cameron	(816) 632-7276
St. Louis	(314) 877-2857
Cape Girardeau	(573) 290-5783
Popular Bluff (TB; Regions B,C,E,G)	(573) 840-9733
Springfield	(417) 895-6945
Joplin (TB; Regions H, A,D,I,F)	(417)629-3486

BUREAU OF HIV, STD, AND HEPATITIS

The Bureau of HIV, STD, and Hepatitis provides comprehensive prevention, intervention, care, and surveillance programs targeting HIV/AIDS, syphilis, gonorrhea, chlamydia, hepatitis B (including perinatal HBV), and hepatitis C.

Services include:

- consulting with local health officers, practicing physicians and others regarding diagnosis, treatment, and control measures for HIV, certain STDs, and hepatitis B and C.

- providing guidelines/recommendations, training and technical assistance/consultation to local public health agencies and community-based providers on HIV disease, certain STDs, and hepatitis B and C, coordination of disease outbreak investigations, disease investigation control activities and analysis of data.
- providing HIV counseling, testing, and referral into care.
- providing HIV/STD/Hepatitis outreach, health education and risk reduction programs statewide.
- collaborating with community members, community-based organizations, and other stakeholders throughout the state who serve on the HIV/STD Prevention Community Planning Group and various other advisory bodies.
- collaborating with local, state, and federal agencies as well as community-based organizations to ensure comprehensive health care and supportive services to individuals living with HIV/AIDS through a statewide case management system.
- administering the AIDS Drug Assistance Program (ADAP), Ryan White Title II, Housing Opportunities for People With AIDS (HOPWA), and Medicaid AIDS Waiver services to eligible low-income Missourians living with HIV who have no other access to health care and supportive services.
- conducting epidemiological studies, identifying communicable disease surveillance data needs, designing data collection processes/systems, developing and maintaining data systems and datasets, analyzing and interpreting data at regular intervals to track trends and providing regular reports on these analyses.
- coordinating the perinatal hepatitis B program, in which pregnant women carrying hepatitis B are followed through delivery so newborns are treated to prevent transmission of the disease to them.

Telephone: (573) 751-6439

Staff is also located in:

Independence	(816) 350-5414
Springfield	(417) 895-6909
St. Louis	(314) 877-2836

BUREAU OF IMMUNIZATION ASSESSMENT AND ASSURANCE

The Bureau of Immunization, Assessment and Assurance operates through a grant from the Centers for Disease Control and Prevention and provides vaccine for eligible Missouri children through the Vaccines for Children (VFC) Program. The state's success at ensuring Missouri's children are up-to-date with recommended vaccines is monitored through clinical, school, and day care assessments by field staff and the immunization registry. Vaccine safety is monitored by site visits of field staff to VFC provider clinics and county health departments.

Services include:

- visiting public and private VFC providers to assess compliance with vaccine storage and handling guidelines and to assess each clinic's childhood immunization coverage rates. Field staff develops a quality improvement action plan in conjunction with clinic staff and provide ongoing support and follow-up to ensure success.
- providing education and information to the public, as well as to private and public health care providers, about appropriate administration, storage and handling of vaccines for children, adolescents and adults.
- conducting surveys with all school and daycare providers to assure compliance with state immunization requirements.
- administering the VFC program, which provides free vaccine for Medicaid, uninsured, underinsured,

Native American, and Alaskan Native children.

- working in conjunction with the Division of Senior and Disability Services, MO Health Net, and local advocacy groups to improve influenza and pneumococcal immunization rates for elderly Missourians.
- working with local public health departments, hospitals, clinics, and other flu vaccine providers to ensure that flu vaccine is available for as many Missourians as possible each year.
- managing and promoting an electronic registry database designed to hold immunization records for all Missourians.

Telephone: (573) 751-6124

Staff is also located in:

Independence	(816) 350-5470
Cameron	(816) 632-7903
Columbia	(573) 882-9861
Poplar Bluff	(573) 840-9107
Springfield	(417) 895-6914
St. Louis	(314) 877-0215

BUREAU OF ENVIRONMENTAL REGULATIONS AND LICENSURE

The Environmental Regulations and Licensure Unit is involved in the administration of environmental sanitation programs in accordance with Missouri statutes.

Bureau services include the following:

- reviewing applications and qualifications to determine compliance with lead licensing rules, and issuing licenses and photo identification badges. There are currently six categories of lead licenses: lead abatement workers, lead abatement supervisors, lead inspectors, risk assessors, project designers and lead abatement contractors (firms).
- administering examinations for the licensure of lead abatement supervisors, lead inspectors, and risk assessors.
- conducting inspections of lead abatement work sites to determine compliance with licensure regulations and work practice standards/regulations.
- reviewing lead training provider applications and curricula to determine compliance with accreditation regulations, and grant accreditation of lead training providers.
- conducting audits of lead training providers to determine compliance with accreditation regulations.
- receiving and investigating complaints on unlicensed individuals and contractors conducting lead abatement and/or lead-based paint detection activities and complaints on lead training providers.
- providing lists of lead abatement licensed individuals to the public.
- providing information on lead abatement methods.
- providing technical assistance to local public health agencies on a variety of environmental public health issues.
- inspecting restaurants, grocery stores, bakeries, etc.
- inspecting food manufacturing/processing plants.
- responding to food recalls.
- inspecting summer food sites for children.
- providing public health response to any emergencies affecting food.
- inspecting and licensing frozen dessert machines.
- providing technical assistance for general sanitation.

- conducting Initial Licensing inspections of proposed child care providers.
- reviewing blue prints to determine compliance of sanitation guidelines.
- providing technical assistance to local public health agencies' environmental public health specialists (EPHS) on environmental childcare issues.
- providing training to local public health agency EPHS's.
- providing training to licensed child care providers.
- providing environmental response to any emergencies affecting licensed child care facilities.
- contracting with local public health agencies to perform sanitation inspections for licensed child care facilities.
- receiving and investigating sanitation complaints on licensed child care facilities;
- providing Lead Risk Assessments for licensed and proposed child care facilities.
- providing consultation on recreational water supplies, including swimming pools.
- providing public health response to any emergencies affecting lodging safety and private water.
- reviewing applications and inspections to determine compliance with the lodging rule, and assuring sanitation and safety of commercial lodging establishments.
- issuing licenses to those commercial lodging establishments that comply with the lodging rule.
- providing training to local public health agencies and industry on lodging regulations.
- providing environmental sanitation information to industry and public via the Internet.
- permitting and inspecting new construction and repairs of On-site Wastewater Treatment System (OWTS) facilities in compliance with state standards in 11 counties.
- contracting with local public health agencies for permitting new construction and repairs of OWTS facilities in compliance with state standards in 43 counties.
- providing technical assistance to county and municipal agencies that permit new construction and repairs of OWTS facilities under local on-site sewage ordinances.
- reviewing applications and qualifications for OWTS professionals to determine compliance with rules, and issue registration and licenses. There are currently five categories of OWTS registration and licenses: OWTS installers, advanced OWTS installers, on-site soil evaluators, percolation testers, and private OWTS inspectors/evaluators (real estate related).
- reviewing OWTS professional training provider applications and curricula to determine compliance with certification requirements, and certify OWTS training providers.
- providing training courses for OWTS installers, advanced installers, inspectors/evaluators and local regulatory agency staff.
- administering examinations for the on-site soil evaluators.
- providing lists of on-site wastewater registered and licensed individuals to the public.
- monitoring OWTS training providers to determine compliance with certification requirements.
- receiving and investigating complaints on unregistered or unlicensed individuals conducting OWTS installations, onsite soil evaluations, percolation tests and inspections/ evaluations and on registered or licensed OWTS professionals improperly conducting OWTS activities.
- reviewing new/innovative OWTS technology for compliance with standards and for effectiveness in protecting health and environment.
- responding to all radiological emergencies.

Telephone: (573) 751-6095

Staff is also located in:

St. Louis	(314) 877-0252
Independence	(816) 350-5405

Springfield (417) 895-6917
Poplar Bluff (573) 840-9114
Cape Girardeau (573) 290-5945

OFFICE OF VETERINARY PUBLIC HEALTH

The Office of Veterinary Public Health (OVPH) conducts activities related to:

- the prevention and control of zoonotic diseases that may be transmitted from animals native to Missouri, or accidentally through normal trade, commerce or an act of bioterrorism.
- acting as a liaison with other agencies such as the Missouri Department of Agriculture to maintain current knowledge of diseases occurring in animal populations that may affect humans.
- conducting specific disease prevention programs, such as the Rabies Program, which focus on education of the public, vaccination of animals, and other preventive measures.
- coordinating with the private veterinary community, professional/educational institutions, and various state agencies to plan for and mitigate the results of natural and man-made contingencies that could result in transmission of animal-related diseases to people.
- providing technical consultation to district staff and local health agencies on the epidemiologic investigation of tick- and mosquito-borne diseases in Missouri and monitoring the incidence and trends of these diseases.
- facilitating local public health agencies' capacity to conduct tick- and mosquito-borne disease prevention activities by providing educational materials and developing locally based outreach strategies.
- promoting evidence-based guidelines to health care providers on the diagnosis and management of tick- and mosquito-borne diseases.

Telephone (573) 751-6141

SECTION OF EPIDEMIOLOGY FOR PUBLIC HEALTH PRACTICES

The Section of Epidemiology for Public Health Practice serves as the highest scientific authority on issues related to the control and prevention of diseases and health risk behaviors in the state of Missouri. This section houses the resources necessary to operate and maintain major public health information systems, state vital statistics, state vital records, community health information, major federal block grants, contracts supporting public health surveillance, and medical and public health epidemiology resources necessary to prevent, intervene and control infectious disease and other conditions impacting the health of Missourians.

The section is involved in health data collection from the enumeration of the population at risk (e.g., birth and death records, etc.), health care-related experiences of Missourians (e.g., health data abstracting, health-care infections reporting, etc.), the analysis and interpretation of data (e.g., pregnancy risk assessment survey, Missouri Cancer Registry, study of the effectiveness of two negative stool samples after shigellosis infection, toxicologic assessment of arsenic, etc.), program evaluation and accountability (e.g., for the Rural Health Program and the Office of Epidemiology), and the dissemination of information (e.g., for the Missouri Information for Community Assessment (MICA) and the Office of Community Health Information), such as downloadable public service announcements, brochures, and other materials).

Telephone: (573) 751-6128

OFFICE OF EPIDEMIOLOGY

The Office of Epidemiology:

- translates science to guide and develop public health practices.
- monitors health status and health risk behaviors through effective use of public health surveillance systems.
- evaluates public health programs.
- promotes evidence-based public health interventions.
- provides epidemiologic consultation for maternal and child health initiatives, communicable disease/ environmental health initiatives, and chronic disease and nutritional health initiatives.
- prevents and controls disease outbreaks and develops major grant applications.

Telephone: (573) 751-8394

GRANTS DEVELOPMENT, MANAGEMENT AND EVALUATION UNIT

The Grants Development, Management and Evaluation Unit coordinates a range of functions to assist the division in achieving better health outcomes through its community health initiatives. These functions include:

- developing and managing the Maternal and Child Health and Preventive Health and Health Services block grants, and the State Systems Development Initiative grant.
- designing/supporting continuous quality improvement teams to improve outcomes and reduce operational costs.
- evaluating community health programs, coordinating program and multi-agency evaluations with outside contractors and a statewide needs/capacity assessment.
- writing contracts and memorandums of understanding to support major surveillance systems managed by the Department of Health and Senior Services.

Telephone: (573) 751-8394

OFFICE OF COMMUNITY HEALTH INFORMATION

The Office of Community Health Information is responsible for promoting health information for the division. The staff serves as an integral part of preventive health care programs such as tobacco prevention and cessation, cancer detection, the treatment and management of obesity, genetics and healthy childhood, and child nutrition assistance and education services. Avenues of communication implemented by this unit include: Web site development, marketing campaigns, news releases, brochures, conference exhibits, publications, and broadcast-earned media.

Telephone: (573) 526-7811

TEL-LINK

TEL-LINK is the department's toll-free telephone line for maternal, child and family health services. The purpose of TEL-LINK is to provide information and referrals to Missourians residents concerning a wide range of health services. All callers are given referral telephone numbers and then are transferred immediately to the appropriate agency or treatment center. TEL-LINK can connect callers to services for: WIC (women, infants and children), Medicaid, immunizations, children with special health care needs, child care, child support, prenatal care, prenatal drug abuse, non-emergency medical transportation (Medicaid **only**), **alcohol** and drug abuse, sexual assault or rape and family violence, etc. mental health and social services, etc. Calls, which are confidential, are answered from 8 a.m. to 5 p.m., Monday through Friday. Recorded messages are taken after 5 p.m. on weekdays and throughout the day and night on weekends and state holidays.

Telephone: toll-free (800) 835-5465

BUREAU OF HEALTH INFORMATICS

The Bureau of Health Informatics (BHI) is a unit within the Division of Community and Public Health in the Public Health Practice and Administrative Support Section. The bureau collects, analyzes and distributes health-related information that promotes a better understanding of health problems and needs in Missouri, as well as spotlighting improvements and progress achieved in the general health status of Missourians. Data generated by the bureau aid and guide the planning, development, and evaluation of programs and services of the department and the health-related activities of other agencies, institutions and organizations.

General services of the bureau include:

- maintaining the needed Vital Statistics infrastructure and data to analyze and disseminate the health status of Missourians.
- providing specific statistical publications and preparing, editing, and publishing other reports for the department.
- disseminating these health data via the Web and other media.
- providing data and statistics as requested by researchers, public health professionals, legislators, media, educators and the public from computer data files or reference material in accord with statutes, regulations, and policies regarding data confidentiality and use.

Telephone: (573) 751-6272

Sub-units within the Bureau of Health Informatics include the following:

THE HEALTH CARE DATA ANALYSIS UNIT:

- collects and analyzes Patient Abstract System (PAS) data from hospitals, emergency rooms and ambulatory surgical centers.
- collects, analyzes, and reports data related to health care-associated infections.
- analyzes data related to injuries in Missouri.
- links Statewide Traffic Accident Records System (STARS) motor vehicle crash data to hospital inpatient and emergency room data, and to death certificate data, to study the medical and cost outcomes of motor vehicle crashes.
- supports the Injury Prevention Initiatives program by studying the incidence of deaths, hospitalizations and emergency room visits due to injury, and analyzing data to determine groups at high risk for injuries.
- prepares various categories of PAS data (hospitalizations, emergency room visits, inpatient/outpatient procedures, charges and length of stay), injury data, and linked crash/PAS data for the web-based Community Data Profiles and the Missouri Information for Community Assessment (MICA).
- publishes consumer guides on managed care that contain information obtained from commercial-, Medicare-, and MC+-managed care plans on access to care, quality of care, and member satisfaction reports.

Telephone: (573) 751-6272

THE VITAL STATISTICS ANALYSIS UNIT:

- conducts quality control of the statistical information on vital events (i.e., births, deaths, fetal deaths, marriages, dissolution of marriages, and induced abortions) and ensures compliance with the National Center for Health Statistics' (NCHS) Vital Statistics Cooperative Agreement.

- analyzes data on vital events, other health status measures and public health programs, and publishes monthly statistics and annual reports, as well as periodic special reports, on the department's Web site.
- is responsible for the development of annual population estimates and the development and updating of various linked data systems.
- prepares vital statistics data, as well as maternal and child health indicator data, for the Web-based Community Data Profiles and the Missouri Information for Community Assessment (MICA).

Telephone: (573) 751-6272

Surveillance activities include:

- tracking selected indicators.
- disseminating data reports.
- analyzing and interpreting the health data.
- providing guidance as to how the data products are intended to be used.

Telephone: (573) 751-6272

THE SURVEILLANCE & RESEARCH UNIT:

- coordinates data collection using the Behavioral Risk Factor Surveillance System.
- tracks the prevalence of chronic-disease related characteristics.
- monitors progress toward national health objectives related to decreasing high-risk behaviors of persons aged 18 years and older.
- monitors the incidence of fetal alcohol syndrome in children.
- analyzes infant and fetal death records. The results of these analyses are used by the Fetal and Infant Mortality Review staff to develop recommendations for community change, and, if appropriate, to reduce fetal and infant mortality.
- provides analysis of the growth, anemia, and breast-feeding status and trends of children in federally funded child health and nutrition programs, such as the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), to monitor progress toward national health objectives and to evaluate interventions to improve the nutritional health of children.
- monitors death certificates, relevant birth or fetal death certifications, and medical records to assist in the determination of potentially preventable pregnancy-associated deaths.
- analyzes behavioral and nutritional risk factors among pregnant and postpartum women in the state enrolled in public health programs to monitor progress toward national health objectives and to evaluate interventions designed to improve the nutritional health of the women of childbearing age.

Telephone: (573) 751-6272

THE PROGRAM DATA & STATISTICAL SUPPORT UNIT:

- collects data for special projects related to chronic diseases.
- provides analysis of data related to diabetes, hypertension, heart disease, stroke, asthma and other chronic diseases.
- documents evaluation of interventions targeted to improve health outcomes for chronic diseases.
- assists in the design, data collection and analysis of surveys.
- prepares reports and other information for dissemination by the chronic disease program staff.
- compiles data for publication on the department's Web site.
- prepares special reports for the department and other public health groups to document the health status of Missourians.

Telephone: (573) 751-6272

THE HEALTH INFORMATICS RESOURCES UNIT:

- collects income statement and balance sheet information for Missouri hospitals. This information is compiled and published on the department's Web site.
- collects data on outpatient procedure charges for Missouri hospitals and ambulatory surgery centers. This information is compiled and published on the department's Web site.
- coordinates the development and publication of data on the department's Web site. The bureau designs, develops and maintains Web pages for the entire department, along with building and maintaining Web applications, such as a Missouri Information for Community Assessment (MICA) and the Bureau of Narcotics and Dangerous Drugs (BNDD) Controlled Substance Registrants.
- answers special requests for information from the various data systems maintained by the bureau.

Telephone: (573) 751-6272

THE HEALTH CARE DATA ANALYSIS UNIT:

- supports the injury Prevention Initiatives Program by studying the incidence of deaths and hospitalizations due to injury, and analyzing data to determine groups at high risk for injuries.
- assists the state Bureau of Emergency Medical Services (EMS) by analyzing data from the ambulance trip-ticket data set, the Head and Spinal Cord Injury Registry (HSCI), and the Trauma Registry.
- links Statewide Traffic Accident Records System (STARS) motor-vehicle crash data to Patient Abstract System (PAS) hospital inpatient and emergency room data to study the medical and cost outcomes of motor vehicle crashes.
- answers requests for data related to injuries.
- analyzes hospital and ambulatory surgical centers' patient abstract data.
- prepares and publishes reports based on hospital and ambulatory surgical center (ASC) patient abstract data.
- prepares and publishes consumer guides on hospitals and managed care.
- answers requests for data related to hospitalizations, emergency room visits, and outpatient surgeries.
- prepares injury data and various categories of patient abstract data (hospitalizations, emergency room visits, inpatient/outpatient procedures, charges and length of stay) for the Web-based Community Health Profiles and the Missouri Information for Community Assessment (MICA).
- collects, analyzes, and reports data related to nosocomial infections.

Telephone: (573) 751-6272

THE VITAL STATISTICS UNIT:

- provides technical assistance for the processing of vital statistics (births, deaths, marriages, dissolutions of marriages, fetal deaths and abortions).
- provides Missouri data on vital statistics to the National Center for Health Statistics (NCHS).
- prepares and publishes Monthly Vital Statistics for use by health-related agencies, universities, libraries, news media and interested citizens.
- prepares and publishes Missouri Vital Statistics, an annual report of vital events in the state.
- answers requests for vital statistics, population, and other health data by accessing computer data files or reference material.
- prepares and publishes special reports based on vital records data and other data sources for use in program planning and evaluation.
- prepares vital statistics data for availability on the Web in the form of different community profiles (e.g., Maternal, Infant and Child Health Profile, Cause of Death Profile), and an application where the end user can develop their own tables (Missouri Information for Community Assessment (MICA) –

e.g., birth, pregnancy and death MICAs).

- maintains the Missouri Birth Defects Registry.
- prepares health profiles for hazardous waste sites.
- links various data sets (e.g., Medicaid—now called MO HealthNet—, patient abstract records) to the birth data set for various reports and studies.
- provides consultant services regarding statistical phases of programs, projects and studies to agencies or individuals who request health data.
- publishes Missouri Population Estimates, an annual publication giving population estimates by county, age and sex.

Telephone: (573) 751-6272

BUREAU OF VITAL RECORDS

The Department of Health and Senior Services serves as the state archive for vital records, a statutory responsibility fulfilled by the Bureau of Vital Records.

The bureau:

- maintains the central registry of births, deaths, and fetal deaths for the State of Missouri.
- maintains reports of marriages and divorces for the State of Missouri.
- maintains a Putative Father Registry.
- prepares new certificates as instructed by court order or as a result of adoption or legitimation.
- issues certified copies of births, deaths, fetal reports and statements relating to marriages and divorces.
- corrects or amends vital records as authorized by state law.
- conducts workshops and trainings for hospital personnel and local public health agencies to ensure the complete, accurate, and timely filing of vital records.
- conducts workshops and provides technical assistance to funeral directors, medical examiners/coroners, and physicians to ensure that death records are properly completed, legible, and promptly filed.
- provides vital records for use in the preparation and publication of vital statistics data for national, state, and local levels.

Telephone: (573) 751-6387

REGULATION AND LICENSURE

BOARD OF NURSING HOME ADMINISTRATORS

The Board of Nursing Home Administrators consists of ten individuals appointed by the director of the Department of Health and Senior Services. The board is responsible for promulgating regulations that establish qualifications for licensure, testing standards, and license renewal requirements of individuals who serve as nursing home administrators in a skilled, intermediate care, assisted living, or residential care II facility. In addition, the board conducts hearings affording due process of law, upon charges calling for discipline of a licensee. State staff assigned to the board evaluates the applicant's qualifications for licensure; maintains and administers the state licensure exam; issues licenses; approves, issues, and extends temporary emergency licenses; monitors continuing education programs; audits license renewal applications; renews the license of qualified licensees; maintains accurate records and minutes of all meetings of the full board or a committee thereof; and, maintains a database of all persons holding a nursing home administrator's license.

Telephone: (573) 751-3511

FAMILY CARE SAFETY REGISTRY

The Family Care Safety Registry was established by law to promote family and community safety by offering a means to obtain background-screening information maintained by various state agencies from a single source. Families and employers may contact the registry using a toll-free access line, the Internet, or by fax or mail to request background screening information on caregivers they are considering hiring to work with children, the elderly or disabled. Background information provided includes:

- Missouri criminal history and Sex Offender Registry information maintained by the Missouri State Highway Patrol.
- Employee Disqualification List information maintained by the Department of Health and Senior Services.
- Employee Disqualification Registry information maintained by the Department of Mental Health.
- child abuse and neglect information maintained by the Department of Social Services.
- child care facility licensing records maintained by the Department of Health and Senior Services.
- foster parent licensing records maintained by the Department of Social Services.
- residential living facility and nursing home licensing records maintained by the Department of Health and Senior Services.

Any person hired as a childcare, eldercare or personal-care worker is required to register with the Family Care Safety Registry.

Toll-Free Number: (866) 422-6872, 7:00 a.m. to 6:00 p.m., Monday through Friday

SECTION FOR HEALTH STANDARDS AND LICENSURE

The Section for Health Standards and Licensure (SHSL) is responsible for licensing and regulating a wide variety of health care entities, investigating complaints involving these entities, performing inspection activities for numerous Medicare-certified programs, and also ensuring the safe and legal handling and distribution of controlled substances in Missouri. The SHSL consists of four (4) bureaus: the Bureau of Health Services Regulation (BHSR), the Bureau of Emergency Medical Services (BEMS); the Bureau of Home Care and Rehabilitative Standards (BHCRS); and the Bureau of Narcotics and Dangerous Drugs (BNDD).

Telephone: (573) 526-1864

BUREAU OF HEALTH SERVICES REGULATION

The Bureau of Health Services Regulation's main functions include:

- administering the state licensing program under which all Missouri hospitals (except state and federal facilities), freestanding ambulatory surgical centers, birthing centers and abortion facilities, are required to renew their licenses annually based on compliance with state regulations in the areas of fire safety and sanitation, nursing service, dietary service, and organization and administration.
- registering and inspecting medical facilities that use ionizing radiation for diagnosis or treatment for compliance with state radiation safety regulations. These include diagnostic X-ray departments in hospitals, clinics, mobile diagnostic units, private medical offices, veterinarian offices, chiropractic offices, dental offices, podiatric offices, mammography providers, and nuclear medicine sites. Industrial radiation facilities fall under the jurisdiction of the same radiation protection regulations, and are also registered and inspected. These industrial applications include such uses as lead paint analyzers, airport baggage inspection machines, electron microscopes, cyclotrons, mechanical integrity testing units, and many others.
- providing technical, structural and educational consultation services to hospitals, ambulatory surgical

centers, long-term care units in hospitals, abortion facilities, birthing centers and independent laboratories.

- conducting survey activities through a contract the Department of Health and Senior Services has with the Centers for Medicare and Medicaid Services (CMS) , related to certification of providers participating in the Title XVIII (Medicare) and Title XIX (Medicaid) programs. These providers include hospitals, laboratories, end-stage renal disease facilities, mobile X-ray services, rural health clinics, and long-term care units (skilled nursing facilities and intermediate care facilities) in hospitals.
- conducting surveys through a Department of Health and Senior Services contract with the Food and Drug Administration to determine compliance with federal certification standards of all mammography providers in Missouri.

Telephone: (573) 751-6303

BUREAU OF EMERGENCY MEDICAL SERVICES

The Unit of Emergency Medical Services is responsible for the following services:

- implementing the Comprehensive EMS Act of 1998.
- licensing Emergency Medical Technicians (Basic and Paramedic) and assuring all applicants meet requirements regarding background checks and continuing education.
- licensing and inspecting ground and air ambulance services.
- inspecting and accrediting emergency medical technician training entities.
- licensing and inspecting Advanced Life Support (ALS) Emergency Medical Response Agencies (EMRA).
- inspecting and designating trauma centers.
- investigating complaints involving all licensed or accredited activities.
- overseeing the Emergency Medical Technician-Paramedic practical tests as a National Registry Representative.
- maintaining the Head and Spinal Cord Injury/Trauma Registry, along with providing training and acting as a resource for the Web-based program.
- maintaining the Missouri Ambulance Reporting System Registry (MARS), along with providing training and acting as a resource for the Web-based program.

Telephone: (573) 751-6356

BUREAU OF HOME CARE AND REHABILITATIVE STANDARDS

The Bureau of Home Care and Rehabilitative Standards' main functions include:

- conducting on-site surveys for Medicare (Title XVIII) certification at home health agencies, hospices, comprehensive outpatient rehabilitation facilities (CORF) and outpatient physical therapy (OPT) providers through contracts with the Centers for Medicare and Medicaid Services (CMS).
- providing technical consultation regarding Missouri licensing requirements for home health agencies and hospices, and Medicare standards for home health agencies, hospices, outpatient physical therapy providers, and comprehensive outpatient rehabilitation facilities.
- conducting on-site surveys at home health agencies and hospices for compliance with state regulations.
- completing complaint investigations regarding allegations of inappropriate care and other patient concerns.
- responding to phone calls received from the federally mandated toll-free "hotline" for the purpose of receiving questions about home health agencies and/or hospices or for patients to lodge complaints

concerning their provider agency or quality of care provided.

Telephone: (573) 751-6336

BUREAU OF NARCOTICS AND DANGEROUS DRUGS

The Bureau of Narcotics and Dangerous Drugs conducts activities and programs in the Department of Health and Senior Services to ensure safe and legal handling and distribution of controlled substances in Missouri. The bureau registers and regulates all individuals and entities that conduct activities with controlled substances and also works with law enforcement and state health care licensing boards and associations to minimize the abuse of controlled substances in the state. Services provided by the bureau include:

- maintaining a registry, as required by state law, of the individuals and firms who prescribe, dispense or otherwise conduct activities that involve controlled substances.
- verifying proper management of controlled substances through inspections and audits of the records and security that must be maintained by firms and individuals who lawfully manufacture, distribute, or dispense controlled substances.
- investigating suspected irregularities or mismanagement involving controlled substances. Such investigations originate with complaints from the general public, other government agencies or may develop from inspections and audits conducted by bureau representatives.
- acting as the state's primary agency in regulation of controlled substance activity to correct or prevent unlawful practices, when detected, through education or, if necessary, administrative action against the registration of the firms or individuals involved.
- maintaining the list of schedule-controlled substances for the state of Missouri.

Central Office (Jefferson City) Telephone: (573) 751-6321

Central Office Fax: (573) 526-2569

Cape Girardeau Office Telephone: (573) 290-5819

Independence Office Telephone: (816) 350-5472

Springfield Office Telephone: (417) 895-6925

St. Louis Office Telephone: (314) 877-2829

SECTION FOR CHILD CARE REGULATION

The Section for Child Care Regulation is responsible for the licensing and regulation of child care facilities in Missouri. The section licenses family child care homes that provide child care for up to ten children; group child care homes for 11-20 children; and, child day care centers of 20 or more children, dependent upon available space, staff qualifications and other requirements that impact children's health and safety. The section regulates license-exempt child care programs. These include child care programs operated by religious organizations and nursery schools.

The services of the section, with regard to licensed and license-exempt child care facilities, include:

- receiving inquiries from potential child care providers and providing consultation on the applicable rules.
- conducting inspections to determine compliance with applicable rules.
- monitoring facilities to ensure ongoing compliance with rules.
- receiving and investigating complaints about facilities.
- facilitating action against the licenses of child care providers who do not meet the licensing rule requirements or when the health and safety of children are threatened. The action may include a letter of warning; a letter of censure; a denial of an initial or renewal license; suspension or revocation of the license; or, an immediate suspension if there is a threat of imminent bodily harm to the children in care.

- receiving and investigating complaints on unlicensed persons providing care for more than four unrelated children.

The section's staff members are located in offices across the state, including Jefferson City, Columbia, Macon, Springfield, Joplin, St. Louis, Independence, Cameron, Poplar Bluff and Cape Girardeau.

Telephone: (573) 751-2450

SECTION FOR LONG-TERM CARE REGULATION

The Section for Long-Term Care Regulation is responsible for conducting state inspections and federal surveys, and for investigating complaints regarding long-term care facilities. There are 1,141 long-term care facilities in Missouri with more than 77,000 beds licensed and inspected by the section. Of the facilities, 496 are skilled nursing homes, 34 are intermediate care facilities, 159 are assisted living facilities and 452 are residential care facilities. Nearly 500 facilities participate in the federal Medicaid or Medicare programs and must meet federal as well as state standards. The major units in long-term care regulation are Survey and Compliance, Licensure and Certification, Operations, Planning and Development, Engineering Consultation, Central Office Medical Review, and Health Education and Quality Assurance.

Telephone: (573) 526-8524

Other services of the section include:

- conducting the Pre-Admission Screening and Annual Resident Review (PASARR) process required by OBRA'87 for any individual with a mental health-related condition who seeks admission to a Medicaid-certified bed.
- conducting inspections and complaint investigations of habilitative facilities serving clients diagnosed with mental retardation and/or developmental disabilities that participate in the Medicaid program.
- conducting inspections and complaint investigations of adult day care providers for state licensing purposes.
- providing construction plan review services to long-term care facilities regarding new construction and extensive remodeling projects.
- maintaining the level one medication aide register, certified medication technician register and the federally mandated nurse assistant register.

MISSOURI HEALTH FACILITIES REVIEW COMMITTEE

The Missouri Health Facilities Review Committee (MHFRC) provides oversight to the Certificate of Need Program and public accountability in health facilities and services. The MHFRC is charged with addressing issues of health services need, access and cost containment.

The goals of the MHFRC are to:

- review proposed health care services.
- contain health costs.
- promote economic value.
- evaluate competing interests.
- prevent unnecessary duplication.
- disseminate health-related information.
- conduct special projects and studies as needed.

Telephone: (573) 751-6403

DIVISION OF SENIOR AND DISABILITY SERVICES

The Division of Senior and Disability Services (DSDS) serves as the State Unit on Aging and carries out the mandates of the State of Missouri regarding programs and services for seniors and adults with disabilities. Mandates for the division include oversight, implementation and administration of state-, federal-, and community-based programs designed to maximize independence and safety for adults who choose to remain independent in the community. In coordination with the department director, the division advises legislators, advocates, state agencies and other organizations and individuals regarding services and available data.

Telephone: (573) 526-3626

CENTRAL REGISTRY UNIT/ELDER ABUSE HOTLINE

The Central Registry Unit (CRU) maintains the statewide 24-hour, 7-days-a-week, 365 days-a-year toll-free telephone number (800-392-0210) for reporting alleged abuse, neglect or financial exploitation of persons age 60 and older and adults with disabilities between the ages of 18 and 59.

Reports of abuse, neglect or exploitation registered at CRU include those of individuals living in a community setting (such as a private residence or apartment), as well as those residing in state licensed long-term care facilities (such as a nursing home or a residential care facility). The CRU also receives reports from other care settings such as hospitals, and from services such as state-contracted in-home service providers, home health, and the Department of Mental Health, as well as requests for services.

The Central Registry Unit serves as the statewide, centralized intake point for MO HealthNet (TXIX) funded in-home services authorized through the Division of Senior and Disability Services. Referrals are initially screened at CRU for preliminary eligibility.

Information and Referral (I&R) Services are provided at CRU through a toll-free number (800-235-5503) during usual business hours (M-F, 8AM - 5PM) to direct individuals requesting information to a wide range of state and federal programs and services serving adults 60 and older or adults with disabilities age 18 to 59.

The Missouri Shared Care Tax Credit registry is maintained at CRU. Shared Care provides a state tax credit to help qualifying families offset the costs of caring for an elderly person age 60 or older.

Telephone: (573)-751-4842

BUREAU OF SENIOR PROGRAMS

The Bureau of Senior Programs is responsible for ensuring the effective and efficient management of state and local activities associated with the Older Americans Act. As a result of the 1973 amendments to the Older Americans Act, states must designate planning and service areas to develop and implement programs and services for older persons at the local level. Missouri has ten Area Agencies on Aging (AAAs), each responsible for providing services and overseeing programs within specifically defined geographic boundaries. Within the mandates of the Act, priority is given to serving older adults in the greatest social and economic need with a focus on serving low-income and minority elderly. Under the direction of the bureau chief, staff:

- conducts periodic monitoring reviews of the local programs to verify compliance with state and federal guidelines and to validate program and service effectiveness.
- provides training and technical assistance to AAA staff members and their boards as requested, keeping them apprised of new developments in the aging field, and federal and state policies and procedures.

Each AAA is allowed flexibility in providing the services most needed within its planning and service area. Each AAA:

- is required to submit an area plan for review and approval in order to receive funding to carry out various provisions of the Older Americans Act at the local level.
- administers the nutrition program—both congregate and home-delivered meals—and nutrition education activities.
- provides funding for access services, legal services, and in-home services. Access services include transportation and Information and Assistance (I&A), and general outreach and advocacy activities. (In-home services include homemaker chore, personal care, and respite.)
- provides evidence-based disease prevention and health promotion activities, services to encourage the employment of older workers, services to support family caregivers, ombudsman services, information about the prevention of abuse, neglect and exploitation of seniors, and issues relating to elder justice.
- AAAs may also provide one or more of the following services: minor home modification, counseling, adult day care, telephone reassurance, friendly visiting, case management, and volunteer recruitment.

Telephone: (573) 526-4542

LONG-TERM CARE OMBUDSMAN PROGRAM

The Long-Term Care Ombudsman Program works to advocate for the rights of residents in long-term care facilities. An ombudsman is someone who “speaks on behalf of another.” Through the work of regional ombudsman coordinators (who are employees or contractors of the Area Agencies on Aging) and many volunteers, residents and their families receive assistance with questions and are empowered to resolve complaints. The program also provides educational forums and information to the public regarding issues dealing with long-term care facilities.

Telephone: (573) 526-0727; toll-free: (800) 309-3282

SECTION FOR ADULT PROTECTIVE AND COMMUNITY SERVICES

The Section for Adult Protective and Community Services (SAPCS) includes the following bureaus and units, all of which are part of the field staff operations for the Division of Senior and Disability Services.

Telephone: (573) 526-8537

AUTOMATION AND ANALYSIS UNIT

The Automation and Analysis Unit (AAU) supports the section by gathering and analyzing data elements to ensure accurate, secure, and consistent data. The AAU is the central point of contact for coordination with internal and external partners regarding computer data systems. The AAU oversees and analyzes data captured within the section, including the following: statewide trends in quality assurance; data compliance with state and federal requirements; management and accountability for inventory, equipment and supplies; statewide consistency for automation projects; and full-time employee analysis and staffing. The unit also provides education and training for in-home services providers/vendors at a Provider Certification Training, and provider/vendor update meetings.

Telephone: (573) 526-0714

BUREAU OF PROGRAM INTEGRITY

The Bureau of Program Integrity is responsible for the interpretation, development, implementation and maintenance of Missouri adult protective services and case-management policies. Staff within the unit interpret and promulgate state regulations, and coordinates and develops protocols and operating procedures to maximize efficiency and effectiveness on behalf of management and sister state agencies in the provision of adult-protective and home-and-community-based services. The unit provides oversight, support and program

evaluation to management in the administration of the Aged and Disabled and Independent Living Medicaid Waivers, in coordination with the Department of Social Services' MO HealthNet Division. The unit also oversees the development, improvement and training of the information systems used for tracking statistical information, and for authorizing and reimbursing care authorized by Home and Community Services' field staff. Policy interpretation and technical assistance are provided to field staff, management, supervisors, aging stakeholders and other interested individuals. Policies are developed in compliance with the MO HealthNet Division, the Senior and Disability Services' Code of State Regulations, state and federal statutes, guidelines and rules.

Telephone: 573/526-8557

PROVIDER CONTRACTS UNIT

The Provider Contracts Unit approves and manages all contracts awarded by the division for home- and community-based services. This includes conducting a review of all new contract proposals, as well as an annual review of contract requirements. The contract administrator works closely with legal counsel, DHSS procurement, and the MO HealthNet Division to ensure compliance with all state and federal laws and regulations. Staff also assists with the development and maintenance of a provider database, review of financial and service reports, and other activities necessary to ensure contract compliance.

Telephone: (573) 526-8546

BUREAU OF HOME AND COMMUNITY SERVICES

Staff in the Bureau of Home and Community Services (HCS) is responsible for services and programs directly administered by the division involving eligible persons 60 years of age or older and adults with disabilities between the ages of 18 and 59. Generally, to be eligible for services, adults must meet specific guidelines pertaining to protective, economic, social, and care needs. Through a comprehensive investigative or assessment process, the division determines the intervention and/or services necessary to meet the needs of each eligible adult.

The bureau is also charged with the oversight of in-home service providers, consumer-directed vendors, and counseling providers and residential care facility personal-care providers (RCF/PC) who deliver services to clients/consumers of the Division of Senior and Disability Services. Quality assurance staff:

- conducts on-site surveys, revisits and technical assistance visits to ensure providers and vendors are operating in compliance with the contract and applicable state and federal laws.
- investigates client complaints regarding providers and vendors to determine appropriate follow-up.
- makes pre-contract site visits to ensure the provider/vendor is prepared and capable of implementing business in accordance with state and federal regulations.
- makes on-site investigations upon receipt of provider and vendor complaints associated with regulatory violations.
- makes referrals to the MO HealthNet Division for recoupment of Medicaid funds.

The Bureau of Home and Community Services' professionally trained social service workers and long-term care specialists carry out state mandates for direct services to disabled adults and seniors in Missouri. Under the direction of the HCS bureau chief, field staff:

- investigates all reports of elder abuse, neglect and exploitation of non-institutionalized elderly.
- intervenes on behalf of eligible adults believed to be at risk of injury or harm, including preparing cases for litigation based on investigative findings.
- informs individuals considering long-term care about options to ensure individuals have the ability to

make a decision about care and care settings.

- provides case management services to individuals requiring assistance to remain in their homes, including intake and screening, assessment, service planning and authorization, care monitoring, eligibility reassessment, adjustments to care plans and discharge.
- authorizes in-home provider and/or consumer-directed services in the home or community under the Missouri Care Options (MCO) Program, through state and federal funding, which include basic and advanced personal care, homemaker, chore, authorized nursing visits, counseling, basic and advanced respite, home- delivered meals and adult day health care.
- oversees care plans developed in conjunction with seniors and persons with disabilities in their homes who are screened and determined to be medically eligible for nursing facility care and Medicaid eligible (or potentially Medicaid eligible). Medicaid is now called MO HealthNet.
- coordinates with other organizations involved in care planning to include state (SSBG/GR) and Medicaid-funded in-home services, home health, and local community resource providers on behalf of clients to strengthen the support system necessary to maintain independence and ensure the highest available quality of service delivery.

Telephone: (573) 522-9709

Home and Community Services' regional offices across the state provide oversight to staff in 114 Missouri counties and St. Louis City.

Region 1 – Springfield

Douglas Henry
(417) 895-6454

Region 4 – St. Joseph

Patty Ankrom
(816) 387-2104

Region 2 – Cape Girardeau

Tim Jackson
(573) 290-5215

Region 5 - Columbia

Thelda Linkey
(573) 884-2310

Region 3 – St. Louis

Venessa Hilbert
(314) 340-7351